



The Commonwealth of Massachusetts



# ESC Service Charter Scorecard

April 3, 2016 – April 30, 2016



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# Service Delivery Overview

## April 3, 2016 – April 30, 2016

### Executive Summary

Total # Agencies Served: 80

Total # Employees Served: 54,880

Total calls received: 6,302

Average Call Wait Time: 00:35

Total email requests received: 871

Total FAX requests received: 148

Number of Transactions processed by ESC: 8,917

Total outbound contacts: 2,686

Total tickets opened: 5,890

Total tickets closed within 3 days: 5,788

Total tickets remain open beyond 3 days: 81

% tickets remain open beyond 3 days: 1.37%

% of Employees served by the ESC: 16.24%

### Staffing

Area	Staffing as of 4/30/2016	Staffing as of 4/02/2016
Customer Service/Intake	8	8
Customer Service/Research	3	3
Processing & Outreach	8	8
Analyst	1	1
Supervisor	3	3
Senior Staff	4	4
Total	27	27

### Activities

- 4/3 MassIT began using ESC Services.

**Source:** ESC Avaya CMS & Footprints Reports, data from 4/03/2016 – 4/30/2016.

**\*Note:** “% of Employees served contacting ESC” does not account for repeat contacts (i.e., one employee calling multiple times).

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# SLA Targets and Actual Performance



Delivering HR Services That Matter

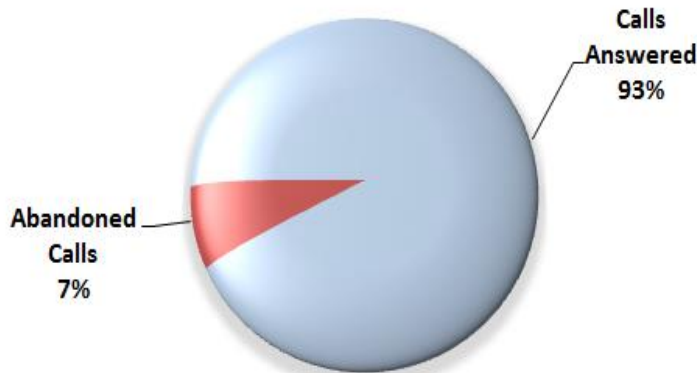
Metric	Target	Current Period Performance 4/03/16 – 04/30/16	Previous Period Performance 3/06/16 – 04/02/16	Trend
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time	0:35 seconds	0:46 seconds	↑
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.76%	99.65%	↑
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	94.2% within 1 Day and 96.7% within 3 Days	92.2% within 1 Day and 95.9% within 3 Days	↑
Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.)	80% of customers rate overall satisfaction good to excellent	96% rated good to excellent (1.188% response rate)	82% rated good to excellent (1.645% response rate)	↑
Percent of notification runs executed to completion: <ul style="list-style-type: none"> <li>All: Reminder Report Time</li> <li>Employees: Unreported time - 1<sup>st</sup> &amp; 2<sup>nd</sup> notice</li> <li>Approvers: Unapproved reported time - 1<sup>st</sup> &amp; 2<sup>nd</sup> notice</li> <li>Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications -1<sup>st</sup> &amp; 2<sup>nd</sup> notice</li> <li>Failsafe outreach to Agy. HR/PY and signatories</li> <li>Failsafe outreach to CTR and CHRO</li> </ul>	95%	100%	100%	==
Secretariat ad hoc reports produced within established timeframes: <ul style="list-style-type: none"> <li>Simple*: 3 business days</li> <li>Complex*: 7 business days</li> </ul>	90%	100%	100%	==
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	N	N	==



# Inbound Call Data

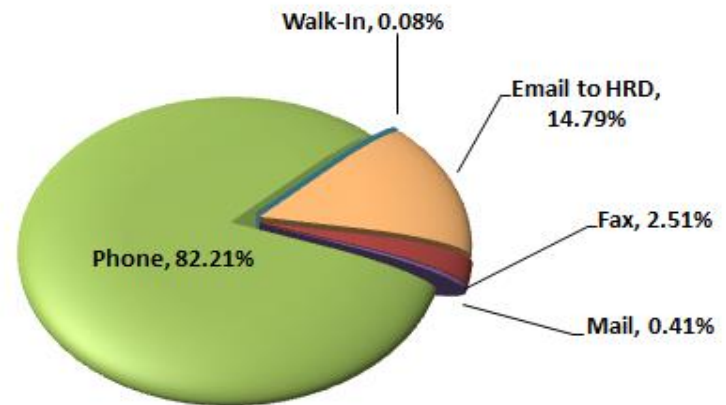
SLA Metric	Target Level	Current Period 4/03/16 to 04/30/16	Previous Period 3/06/16 to 04/02/16	April 2015
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	0:35 seconds	0:46 seconds	0:40 seconds

**Abandoned Calls**



Total = 6,302 calls

**Ticket Source**



Total = 5,890 Tickets

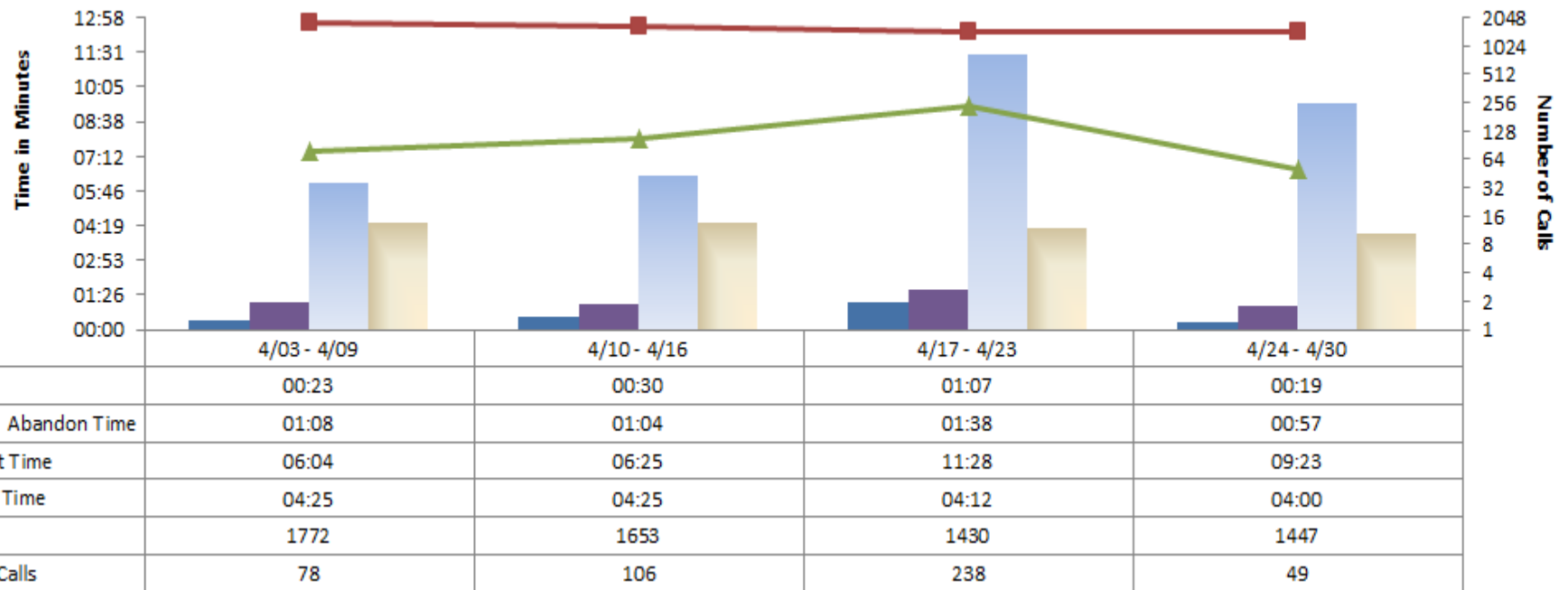
**Source:** ESC Footprints & Avaya data from 4/03/2016 – 4/30/2016.

\*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.



# Inbound Call Data

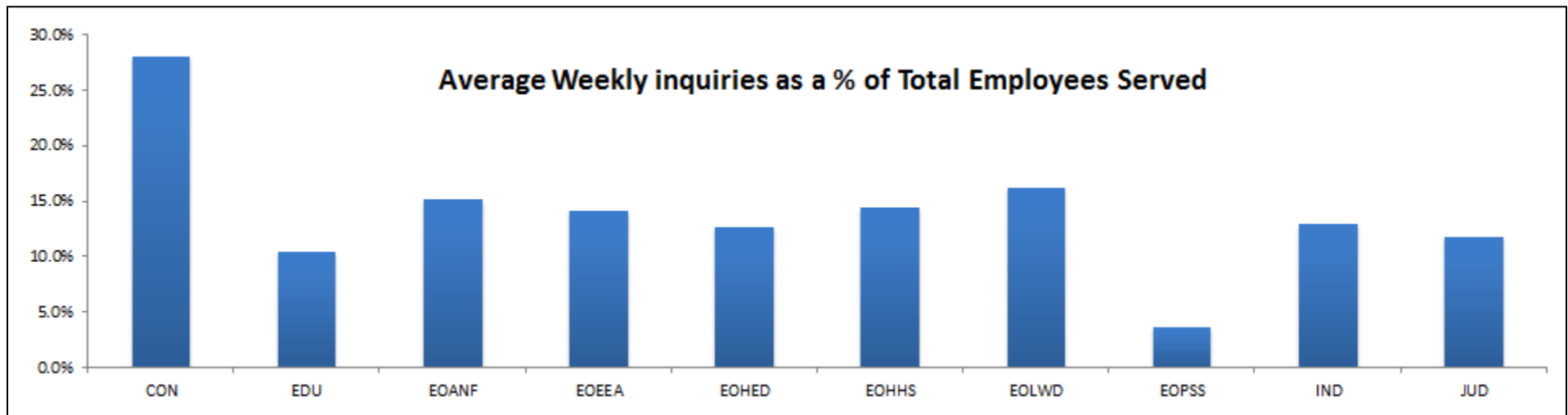
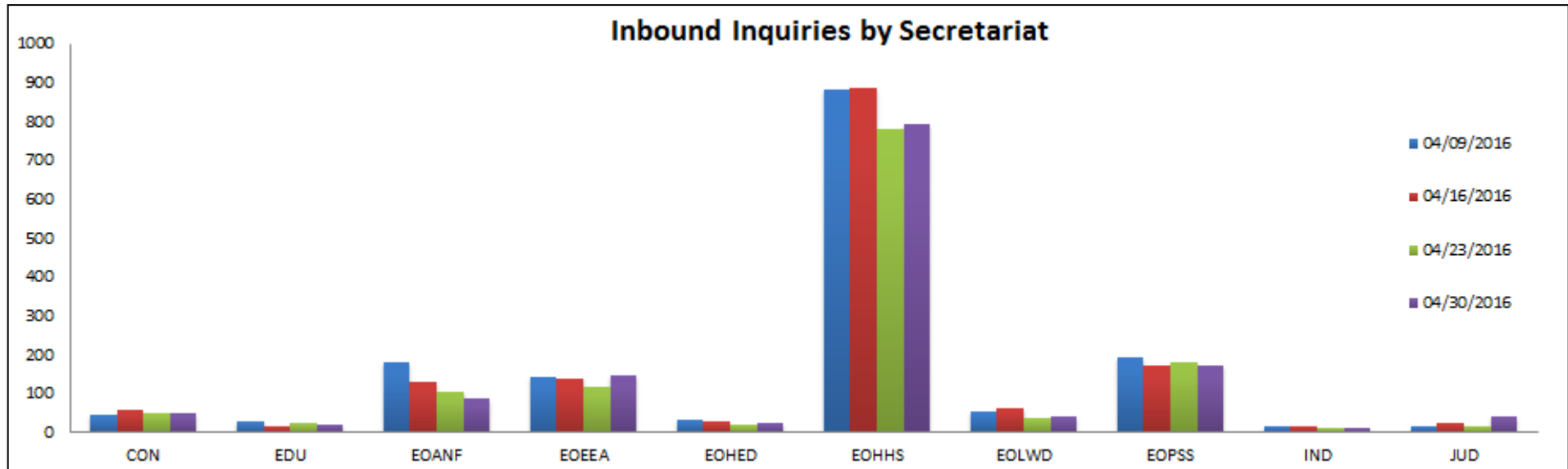
**Wait Time, Call Volumes, & Abandonment Rates**



**Source:** ESC Avaya data from 4/03/2016 – 4/30/2016.



# Inbound Inquiries by Secretariat

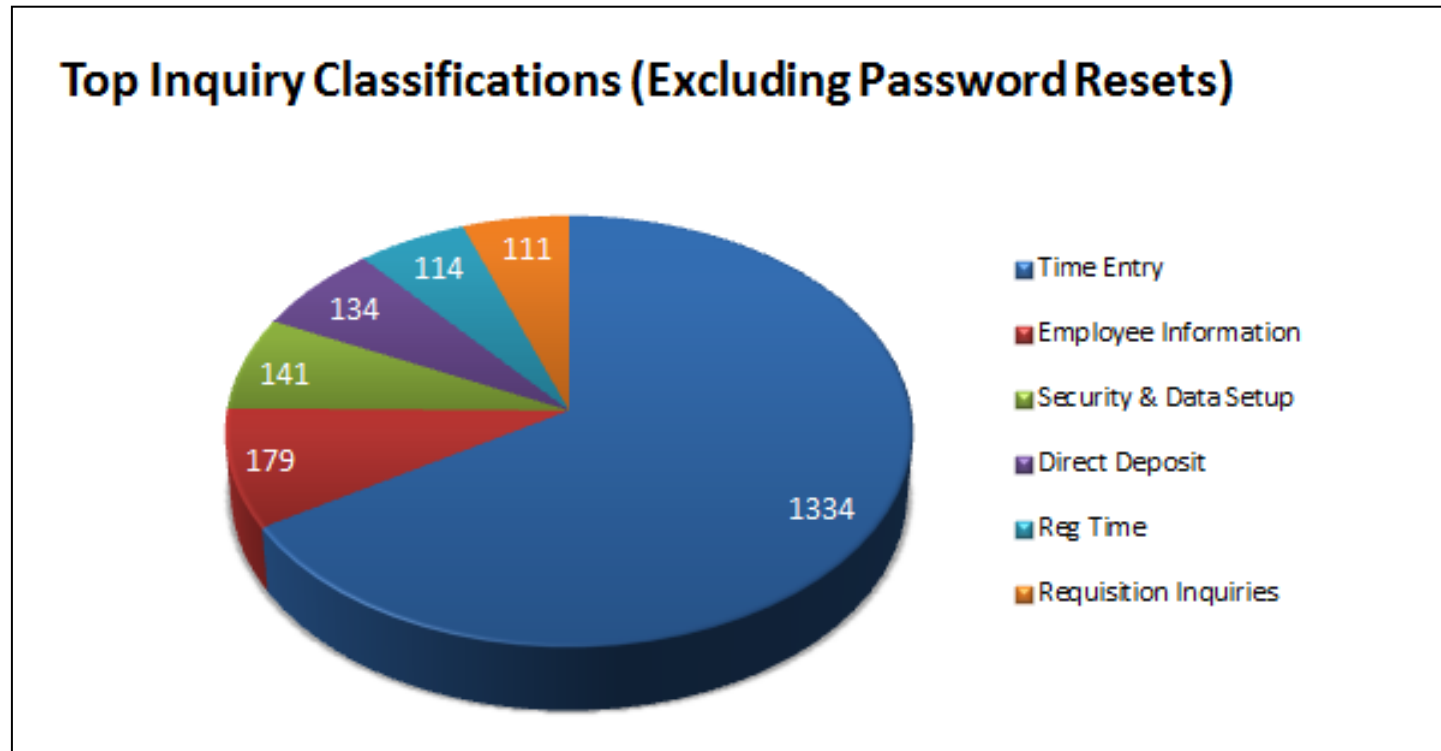


Source: ESC Footprints data from 4/03/2016 – 4/30/2016.



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# Types of Inquiries Received

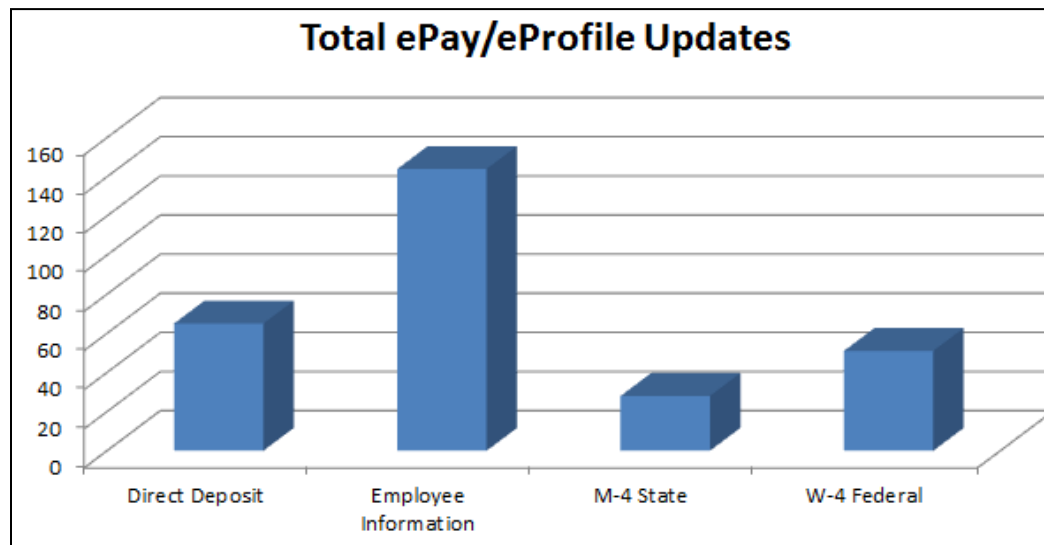
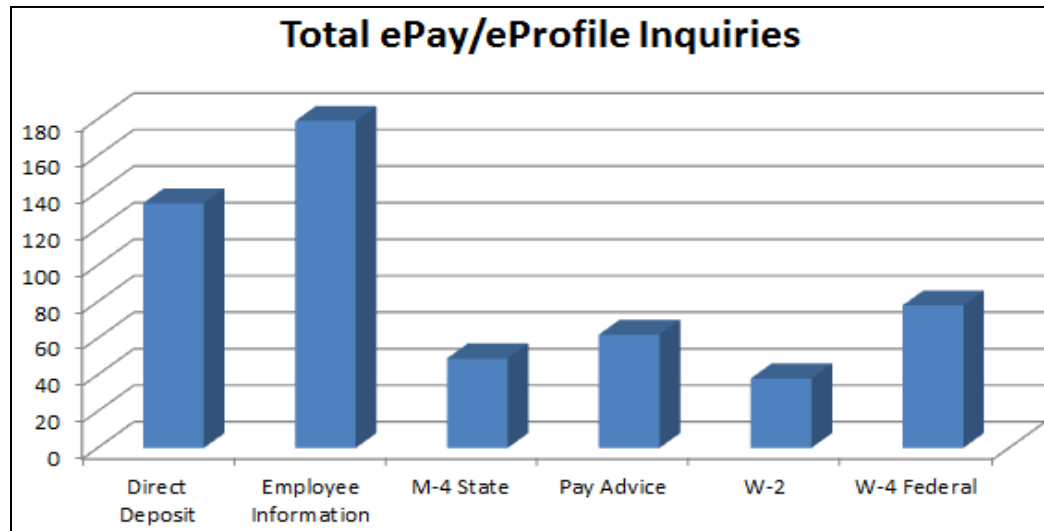


**Source:** ESC Footprints data from 4/03/2016 – 4/30/2016.





# ePay/eProfile Transactions

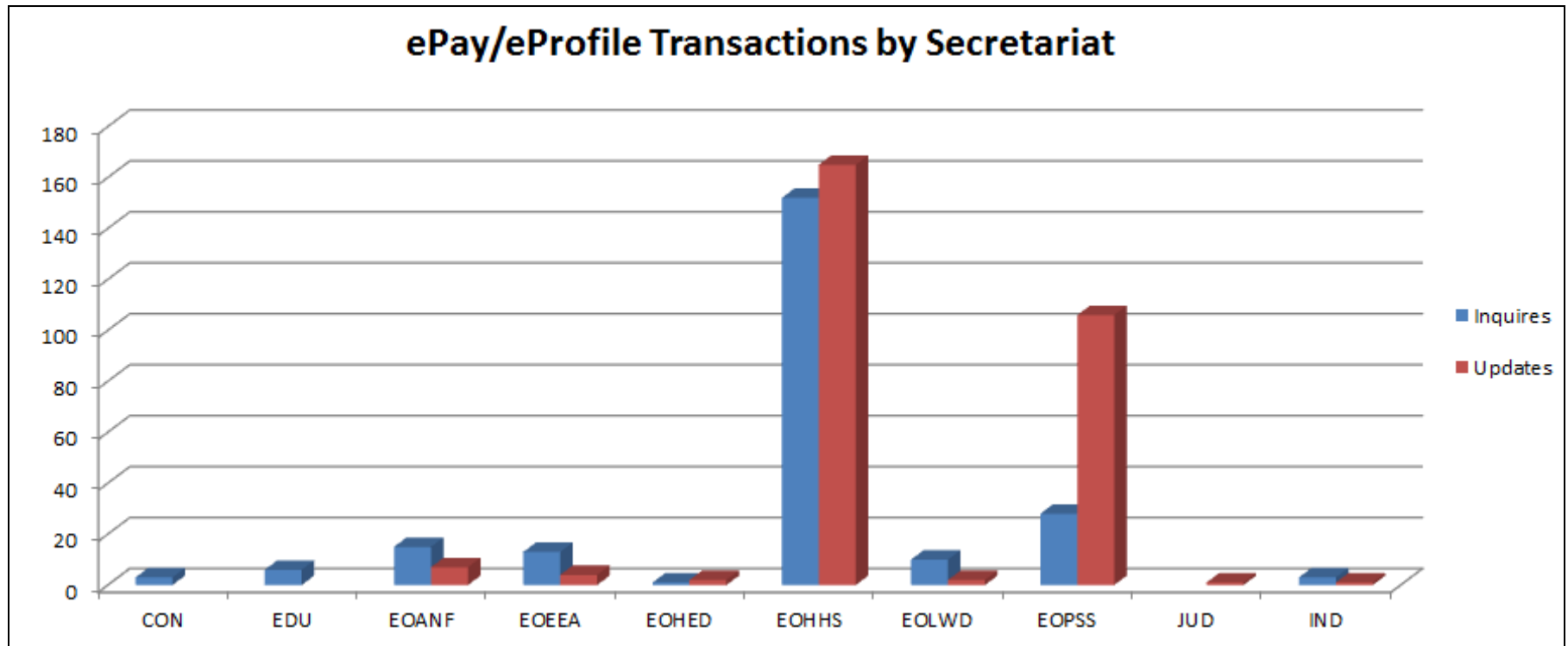


Source: ESC Footprints data from 4/03/2016 – 4/30/2016.

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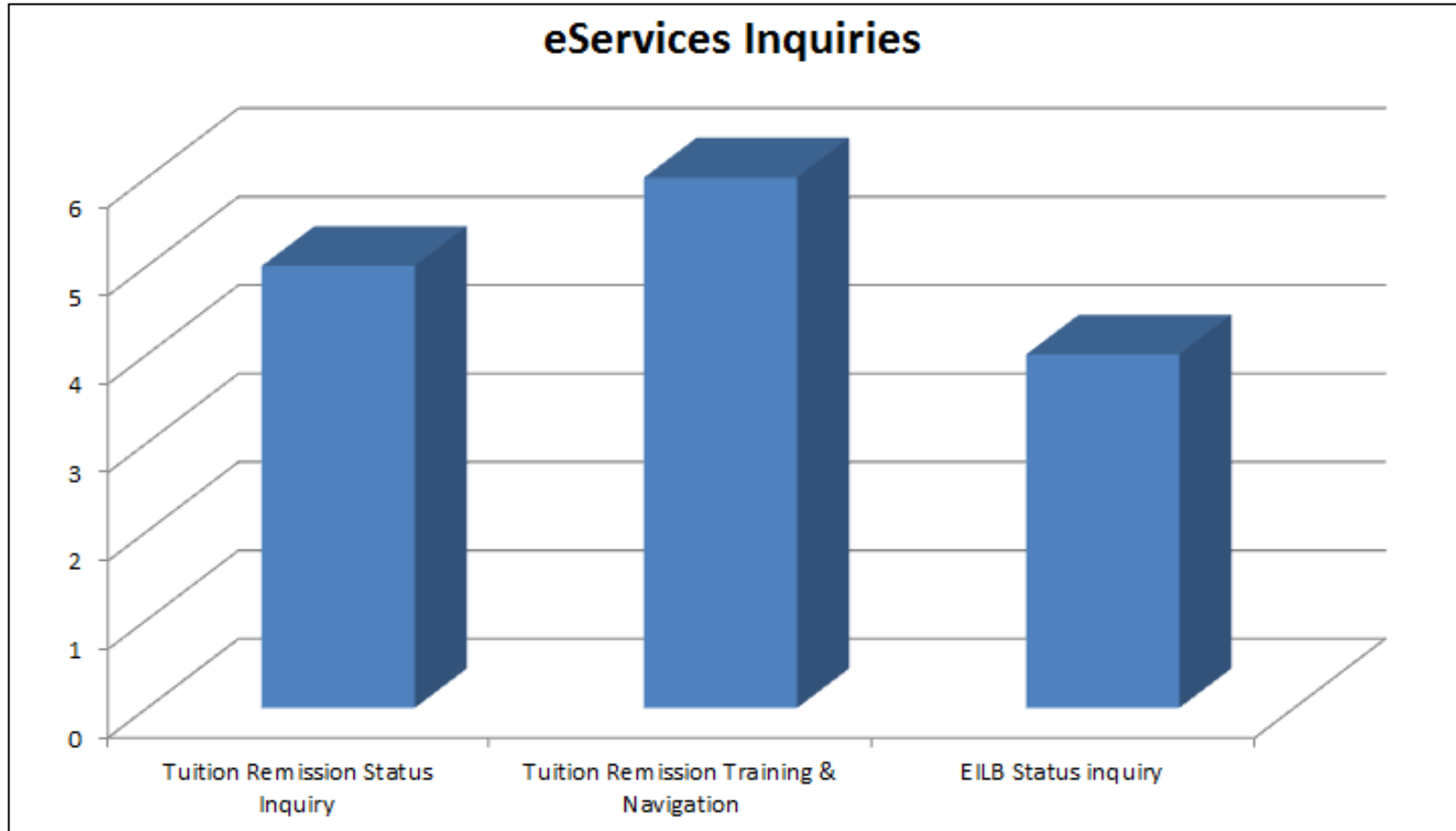


# ePay/eProfile Transactions by Secretariat

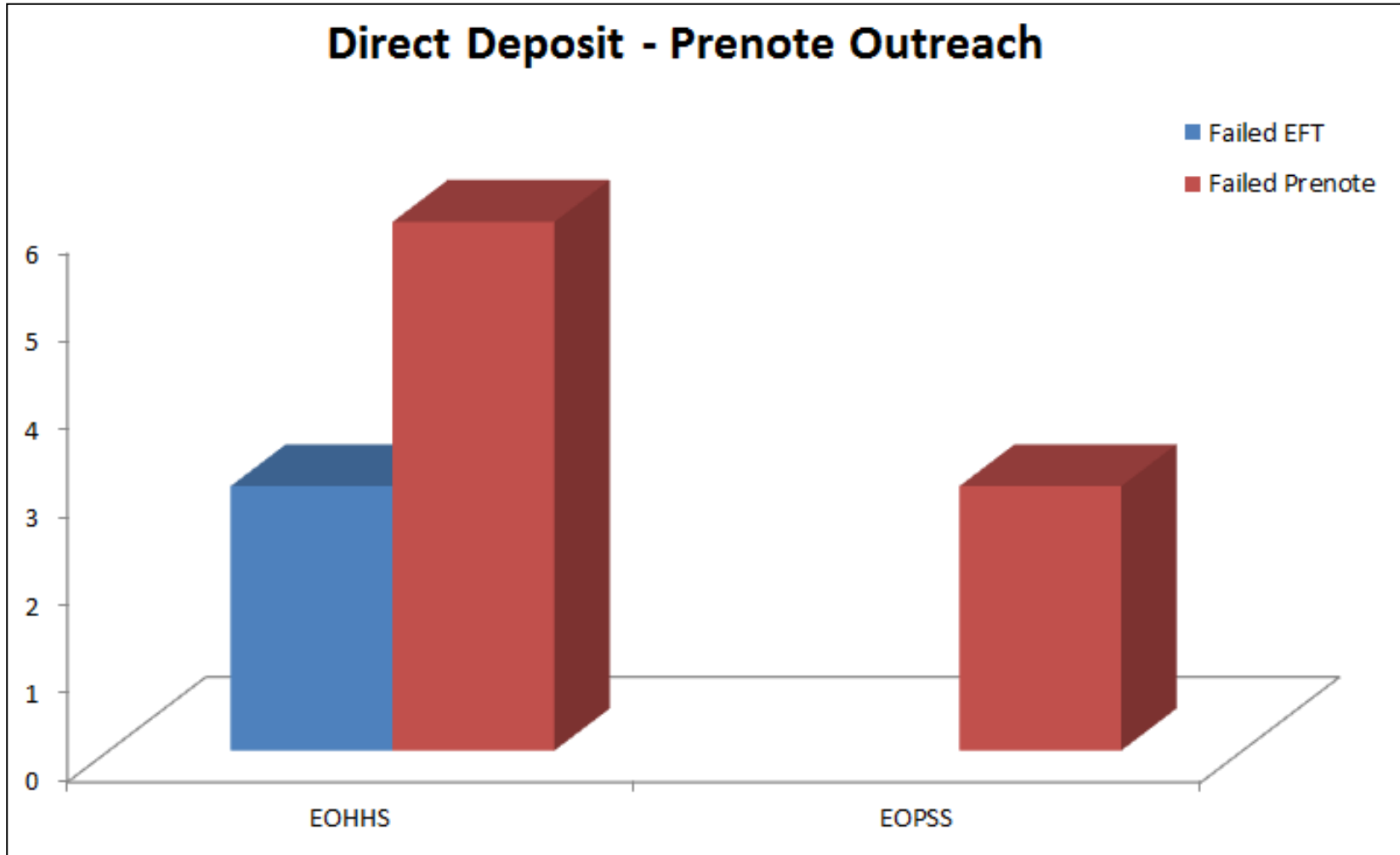


**Source:** ESC Footprints data from 4/03/2016 – 4/30/2016.

# eServices Transactions



# Direct Deposit-Prenote Outreach



**Source:** ESC data from 4/03/2016 – 4/30/2016.



# Case Resolution Time

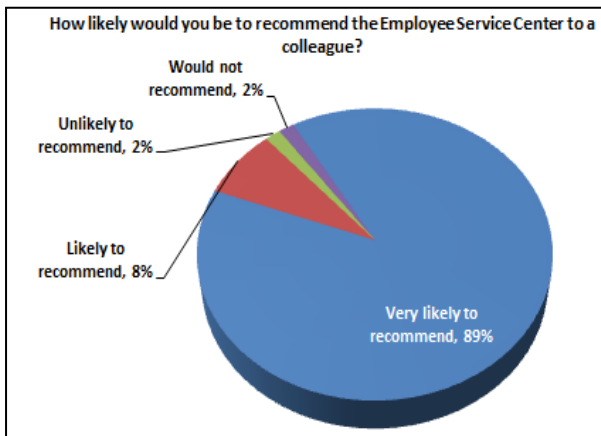
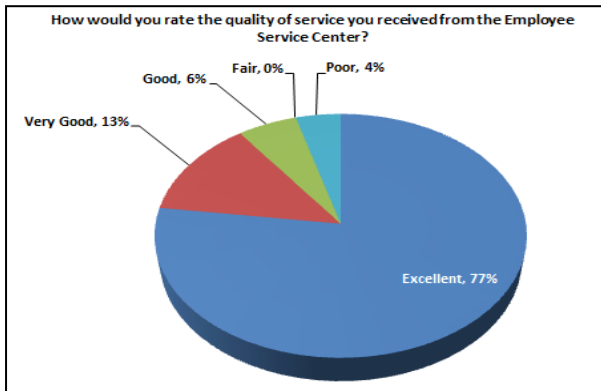
SLA Metric	Target	Current Period 4/03/2016 – 4/30/2016	Previous Period 3/06/2016 – 4/02/2016	Previous Year April 2015
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.76%	99.65%	99.67%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	94.2% within 1 Day and 96.7% within 3 Days	92.2% within 1 Day and 95.9% within 3 Days	90.4% within 1 Day and 92.2% within 3 Days

**Source:** ESC Footprints data from 4/03/2016 – 4/30/2016.



# Customer Satisfaction Survey Results

SLA Metric	Target	Current Period 4/03/2015 – 4/30/2015	Previous Period 3/06/2015 – 4/02/2015	April 2015
<b>Customer satisfaction</b> (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	96% rated good to excellent (1.188% response rate)	82% rated good to excellent (1.645% response rate)	92% rated good to excellent (0.180% response rate)



## Selected Monthly Comments:

- SERVICE WAS GREAT
- nothing - it was resolved much more quickly than I expected and the info was put in correctly
- correspondence went perfectly.
- I would NOT change a thing. I sent the email at 7:24am and was resolved at 7:38am same morning ! Very fast and much appreciated !
- They did a quick and efficient job solving my problem.

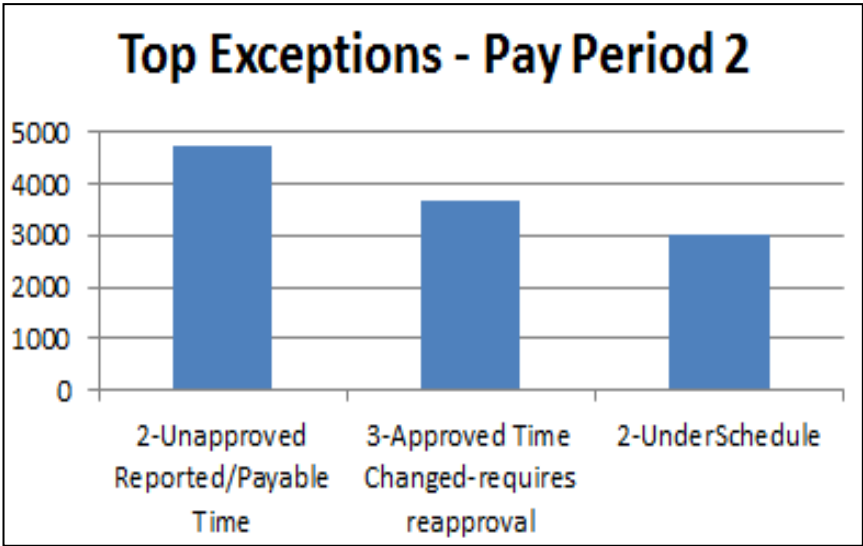
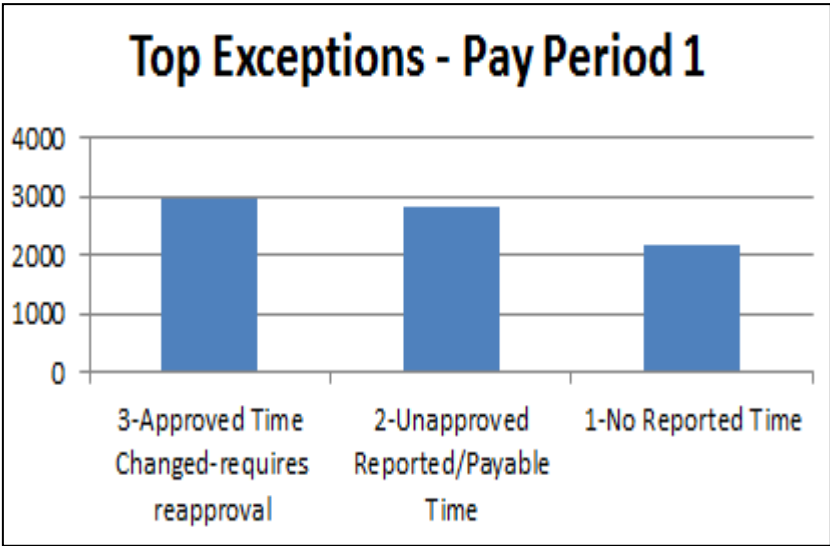
**Source:** ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 4/03/2016 – 4/30/2016.

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# Outbound Contact Percentages

SLA Metric	Target	Current Period 4/03/2016 – 04/30/2016	Previous Period 3/06/2016 – 04/02/2016
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	79.43%	85.09%

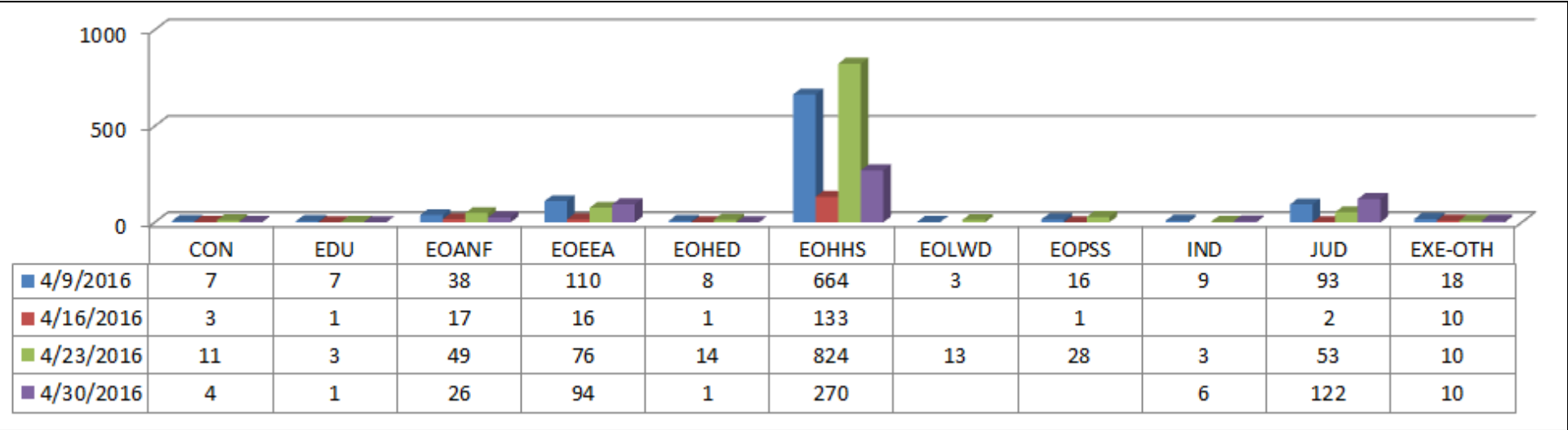


**Source:** ESC data from 4/03/2016 – 4/30/2016.

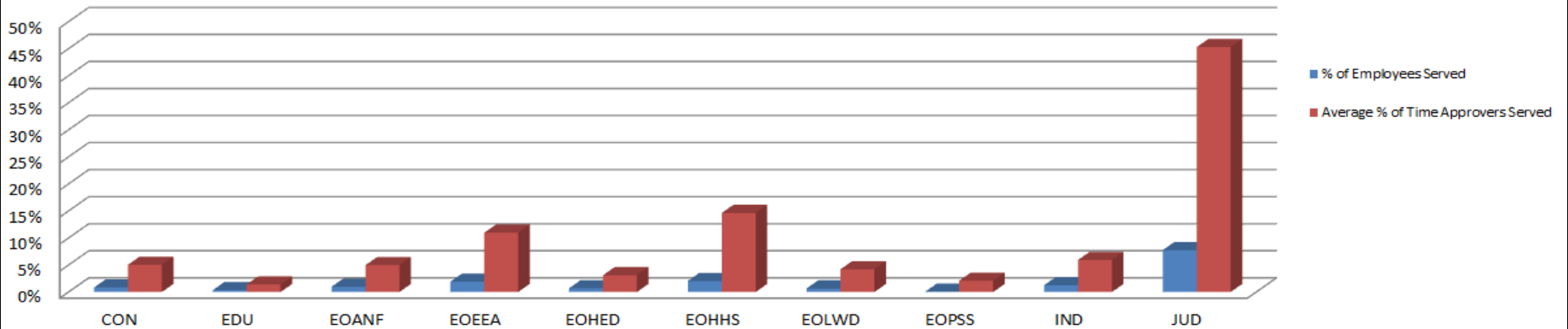
# Outbound Exception Management Calls

Outbound calls are made on a weekly basis when employees and approvers miss the deadlines for time entry/time approval or when system generated exceptions appear on a timesheet.

EOHHS agencies continue to represent the largest volume of outbound calls from the ESC.



## Average weekly calls as a % of Employees Served



**Source:** ESC Exception Management System data from 4/03/2016 – 4/30/2016.

Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).

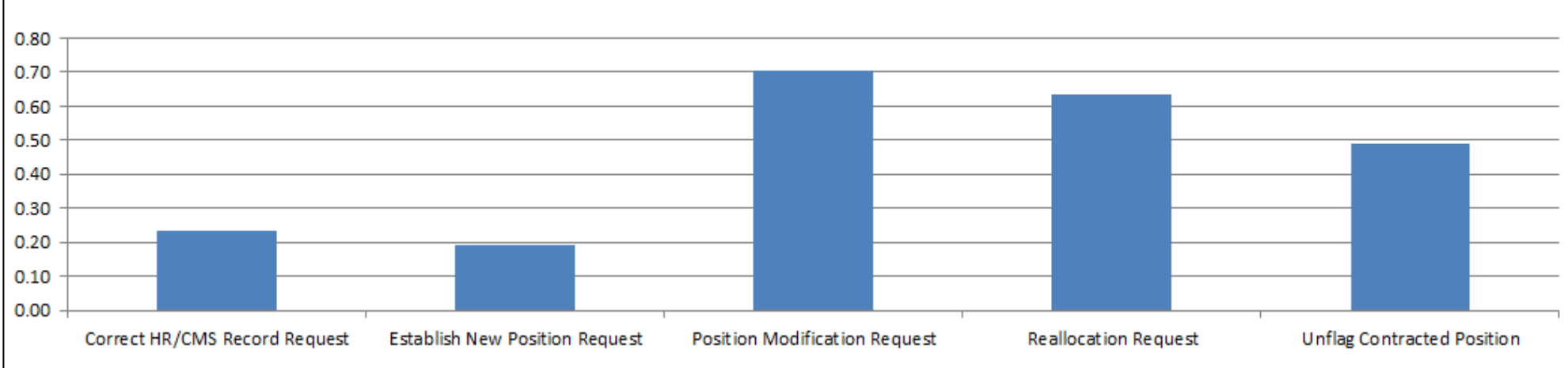




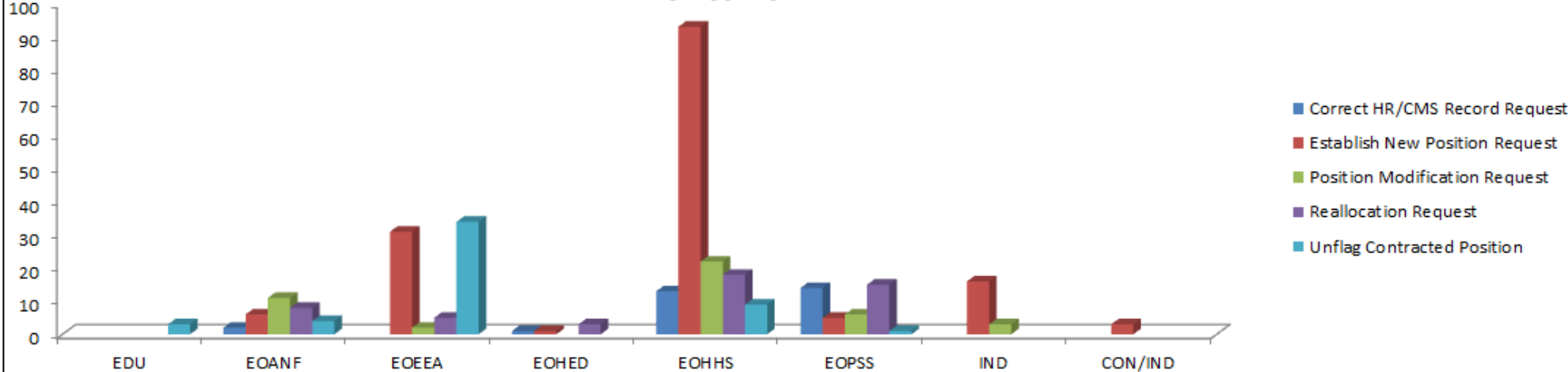
# Position Management

Total number of eForms processed by ESC: 329

**Average eForm Turnaround Time (Days)**



**eForms Processed by Type per Secretariat**

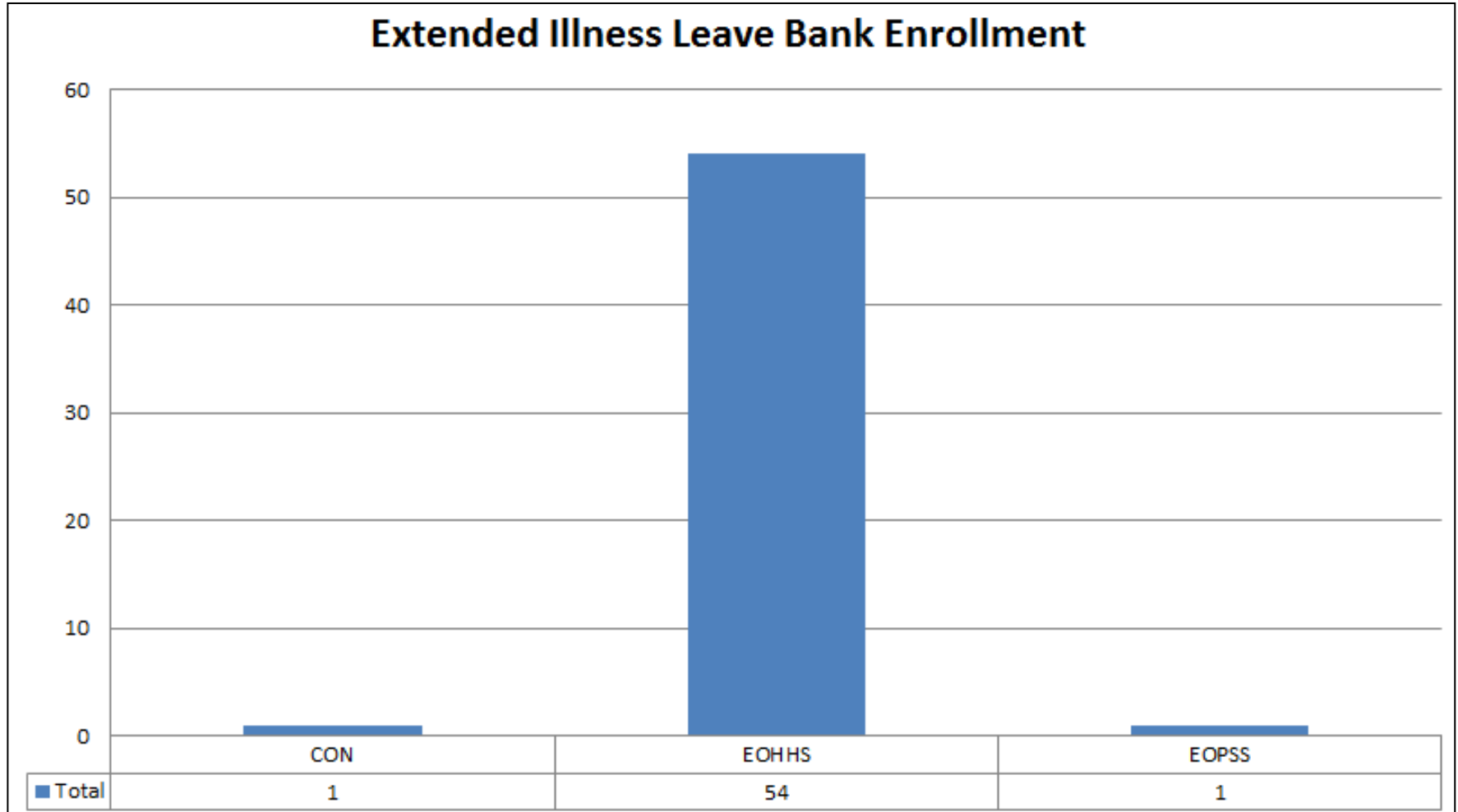


\*The increase in EOHHS Establish New Position requests were due to No Vacant Positions Available.

Unflag Contract Position Requests are dependent on ANF Platform Approval  
Source: ESC data from 4/03/2016 – 4/30/2016.



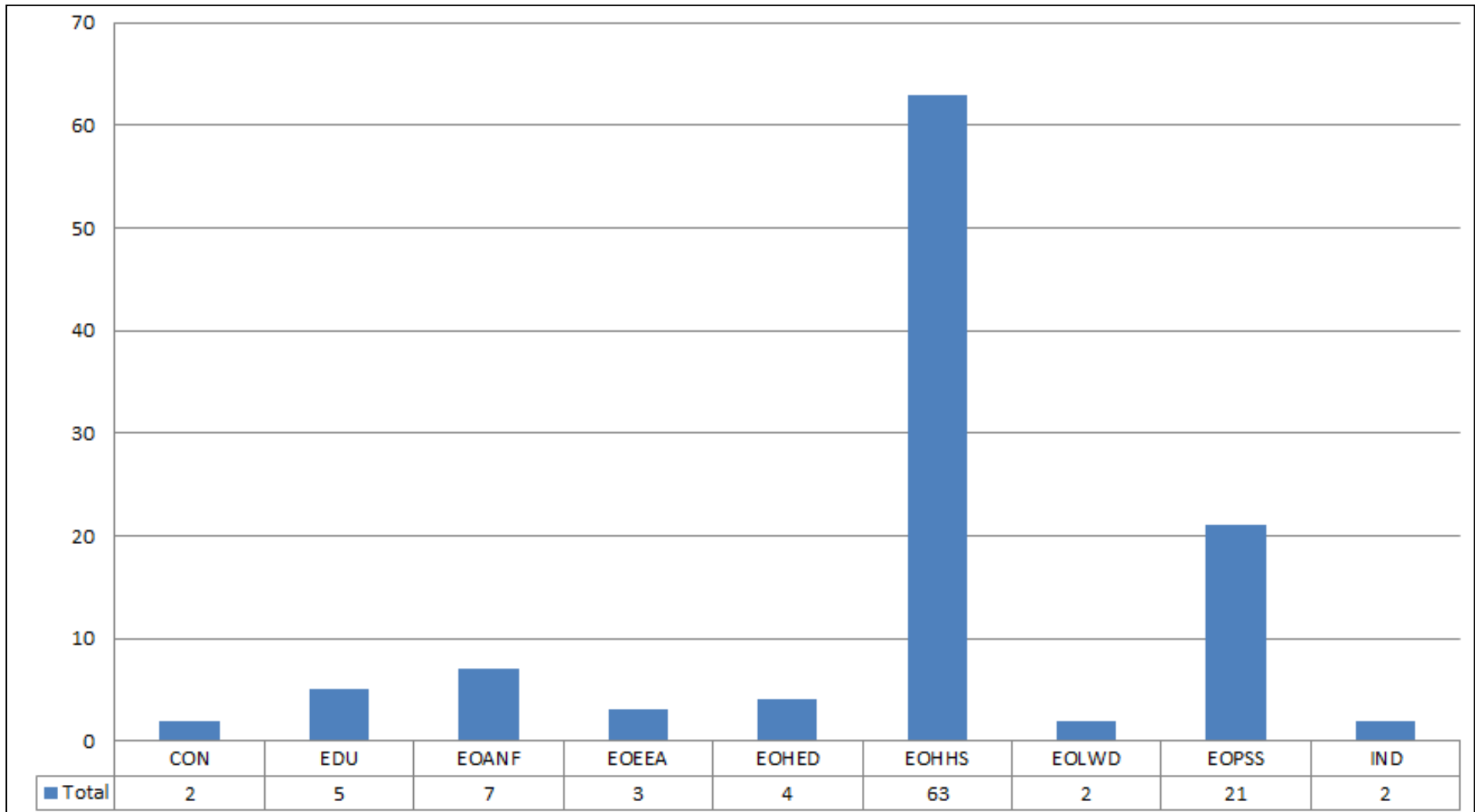
# Extended Illness Leave Bank Submissions Per Agency



**Source:** OnBase - Hyland Utility Client Reporting data from 4/03/2016 – 4/30/2016.



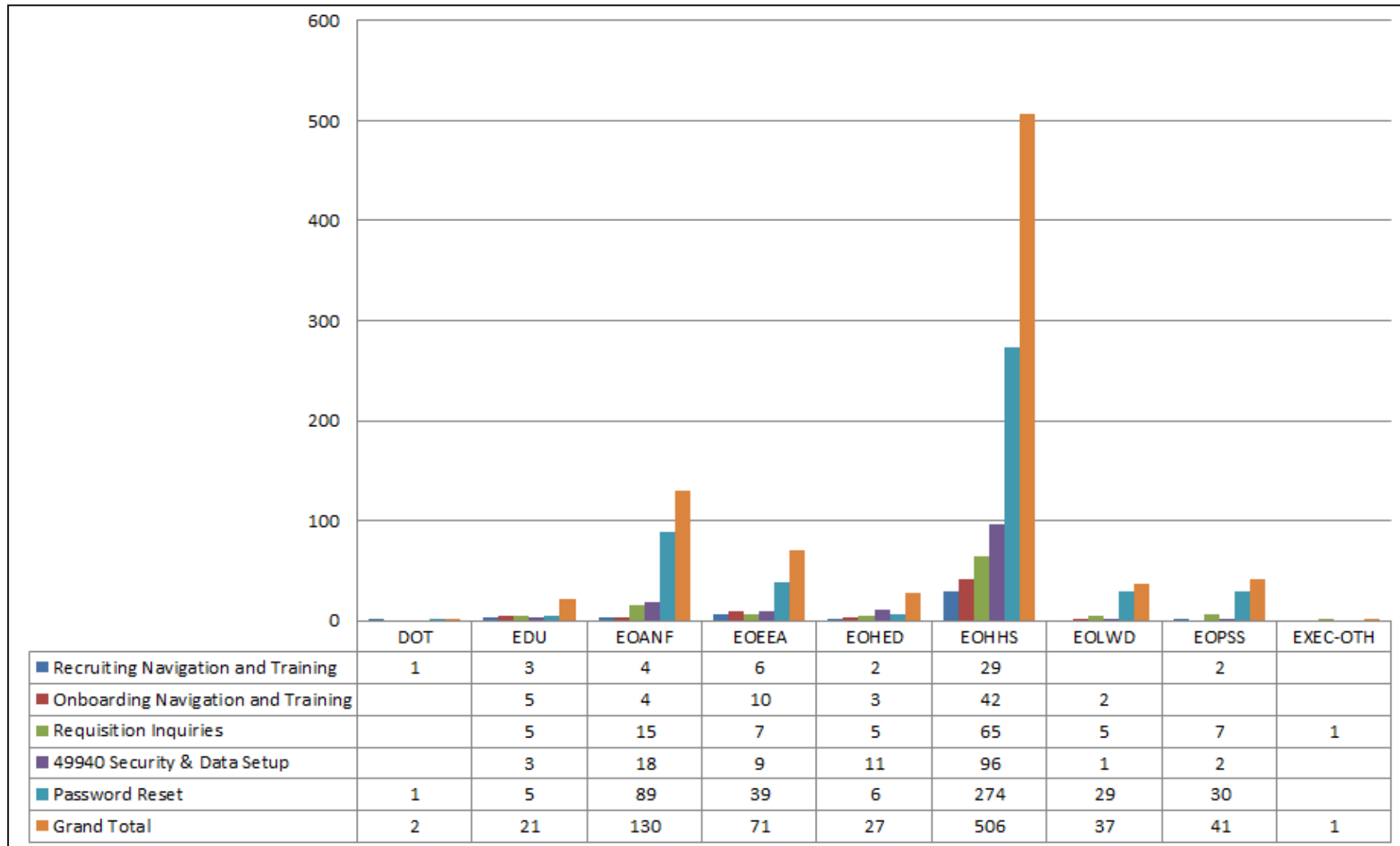
# Tuition Remission Submissions by Secretariat



**Source:** OnBase - Hyland Utility Client Reporting data from 4/03/2016 – 4/30/2016.



# MassCareers Top 5 Most Frequent Classifications by Secretariat



Source: ESC Footprints data from 4/03/2016 – 4/30/2016.



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# Review Schedule Service Charter Scorecard

Service Month*		
Start Date	End Date	Report Available
3/6/2016	4/2/2016	4/20/2016
4/3/2016	4/30/2016	5/18/2016
5/1/2016	5/28/2016	6/15/2016
5/29/2016	6/25/2016	7/13/2016
6/26/2016	8/6/2015	8/24/2016
8/7/2016	9/3/2013	9/21/2016
9/4/2016	10/1/2016	10/19/2016
10/2/2016	10/29/2016	11/16/2016
10/30/2016	11/26/2016	12/14/2016
11/27/2016	12/24/2016	1/11/2017
12/25/2016	1/28/2017	2/8/2017
1/29/2017	3/4/2017	3/15/2017

**\*Note:** "Service Month" reporting periods are split by the closest pay period start and end dates to the beginning and end of the calendar month.



# Appendix: Agencies Served

Agencies Served	Employees	Agencies Served	Employees	Agencies Served	Employees
ADD-Developmental Disabilities Council	18	DOI-Division Of Insurance	141	MCB-Mass Commission For The Blind	157
AGR-Department Of Agricultural Resources	100	DOR-Department Of Revenue	1639	MCD-Commission For The Deaf And Hard Of Hearing	51
ALA-Administrative Law Appeals Division	34	DOS-Division Of Standards	19	MGC-Massachusetts Gaming Commission	88
ANF-Executive Office Of Administration & Finance	289	DPH-Department Of Public Health	3083	MIL-Massachusetts National Guard	9856
APC-Appeals Court	112	DPS-Department Of Public Safety	175	MMP-Massachusetts Marketing Partnership	17
ART-Mass Cultural Council	33	DPU-Department Of Public Utilities	152	MRC-Mass Rehabilitation Commission	964
ATB-Appellate Tax Board	25	DSS-Department Of Children And Families	3845	OCD-Dept Of Housing And Community	283
BLC-Board Of Library Commissioners	23	DYS-Department Of Youth Services	836	OHA-Massachusetts Office On Disability	18
BSB-Bureau Of State Buildings	15	EDU-Executive Office Of Education	89	ORI-Office For Refugees And Immigrants	21
CAD-Commission Against Discrimination	88	EEC-Department Of Early Education	202	OSC-Office Of The Comptroller	131
CDA-Massachusetts Emergency Management Agency	97	EED-Executive Office Of Housing & Economic Development	60	OSD-Division Of Operational Services	102
CHE-Soldiers' Home In Massachusetts	342	EHS-Executive Office Of Health And Human Services	1576	PAR-Parole Board	176
CHS-Department Of Criminal Justice Information Systems	42	ELD-Department Of Elder Affairs	58	POL-State Police	2624
CJT-Criminal Justice Training Council	545	ENE-Department Of Energy Resources	59	REG-Division Of Professional Licensure	110
CME-Chief Medical Examiner	90	ENV-Executive Office Of Energy And Environmental Affairs	298	RGT-Department Of Higher Education	68
CPC-Committee For Public Counsel Services	757	EOL-Executive Office Of Workforce Development	1205	SCA-Office Of Consumer Affairs And Business Regulations	27
CSC-Civil Service Commission	11	EPS-Executive Office Of Public Safety And Security	198	SDA-Sheriffs Department Association	3
CSW-Commission On Status Of Women	2	EQE-Department Of Environmental Protection	707	SEA-Department Of Business And Technology	13
DAC-Disabled Persons Protection Commission	32	FWE-Department Of Fish And Game	349	SOR-Sex Offender Registry	50
DCP-Capital Asset Management And Maintenance	444	GIC-Group Insurance Commission	56	SRB-State Reclamation Board	172
DCR-Department Conservation And Recreation	2059	HCF-Health Care Finance & Policy	164	TAC-Department Of Telecommunications	23
DFS-Department Of Fire Services	664	HLY-Soldiers' Home In Holyoke	372	TRB-Teachers Retirement Board	96
DMH-Department Of Mental Health	3539	HPC-Health Policy Commission	78	TRE-Office Of The State Treasurer	238
DMR-Health And Human Services	6601	HRD-Human Resources Division	144	VET-Department Of Veterans Service	69
DOB-Division Of Banks	169	ITD-Information Technology Division	342	VWA-Victim And Witness Assistance	21
DOC-Department Of Corrections	5053	LIB-George Fingold Library	11	WEL-Department Of Transitional Assistance	1559
DOE-Department Of Elementary & Secondary Education	506	LOT-Lottery And Gaming Commission	395	<b>Grand Total:</b>	<b>54880</b>

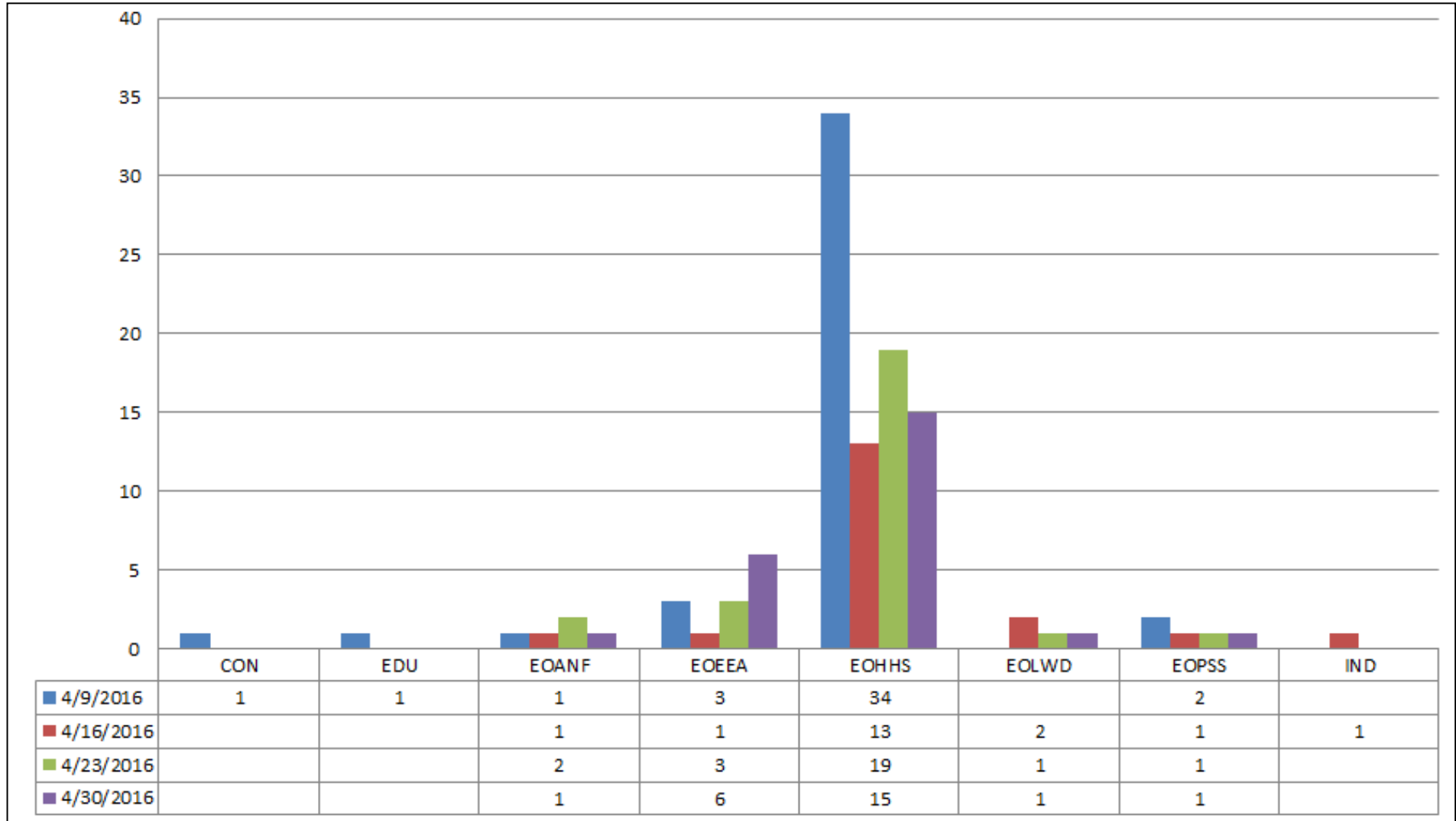


# Appendix: Inquiries by Agency

- Note: No inquiries were received for this service month from:

ATB – Appellate Tax Board	CSC - Civil Service Commission
CSW - Commission On Status Of Women	DAC - Disabled Persons Protection Commission
VWA - Victim And Witness Assistance	

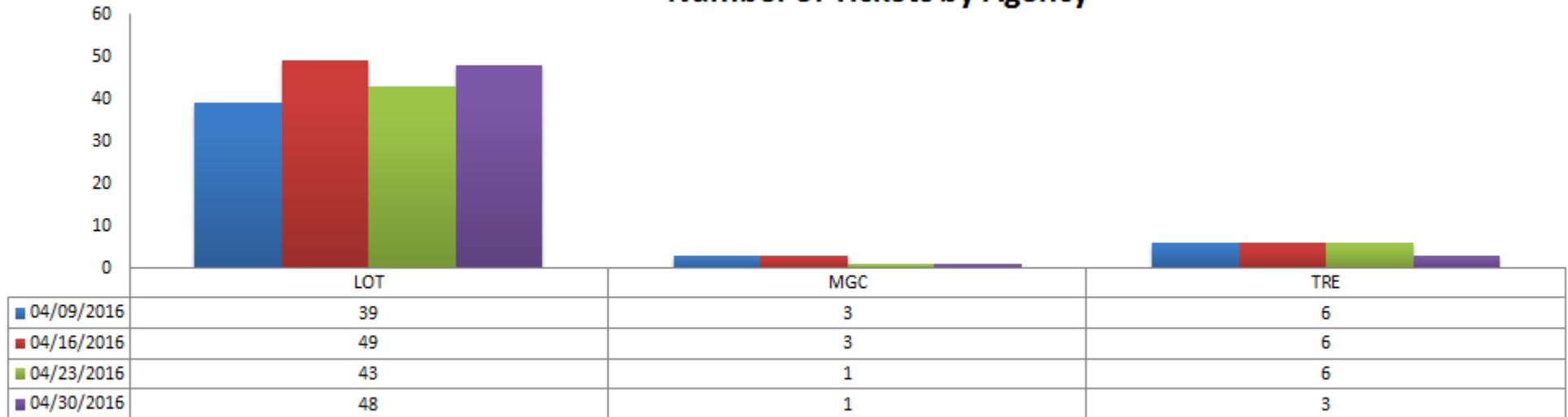
# Tickets Forwarded to Agency HR/ Payroll



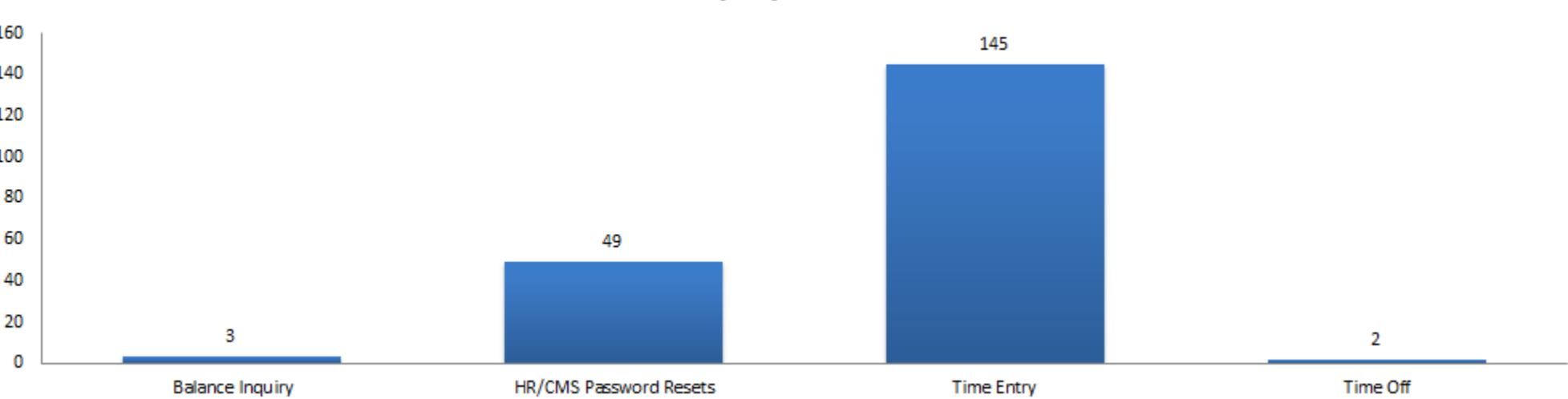


# CON Agencies

**Number of Tickets by Agency**

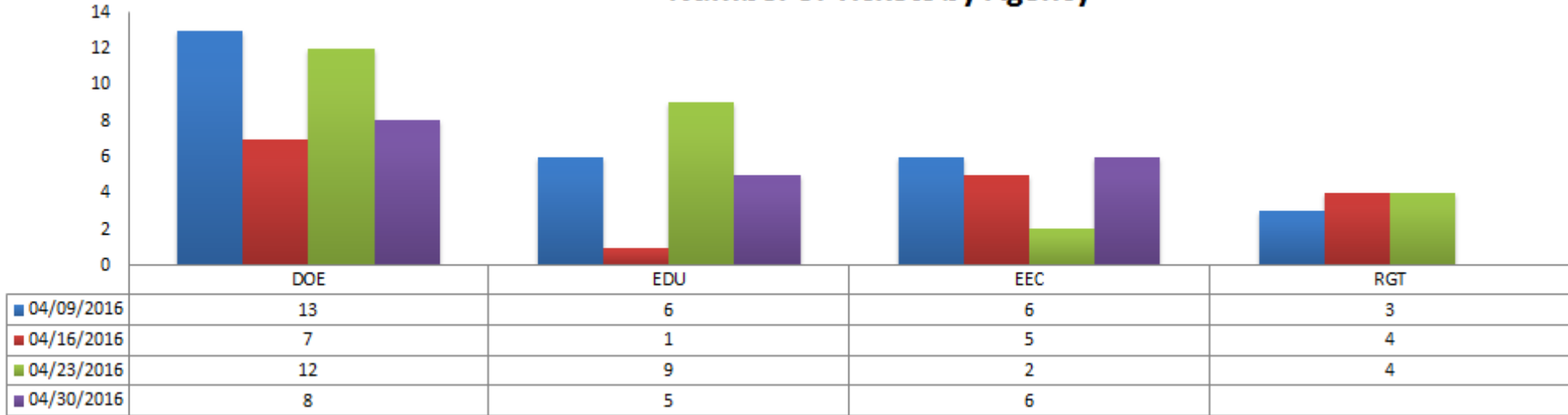


**Inquiry Classifications**

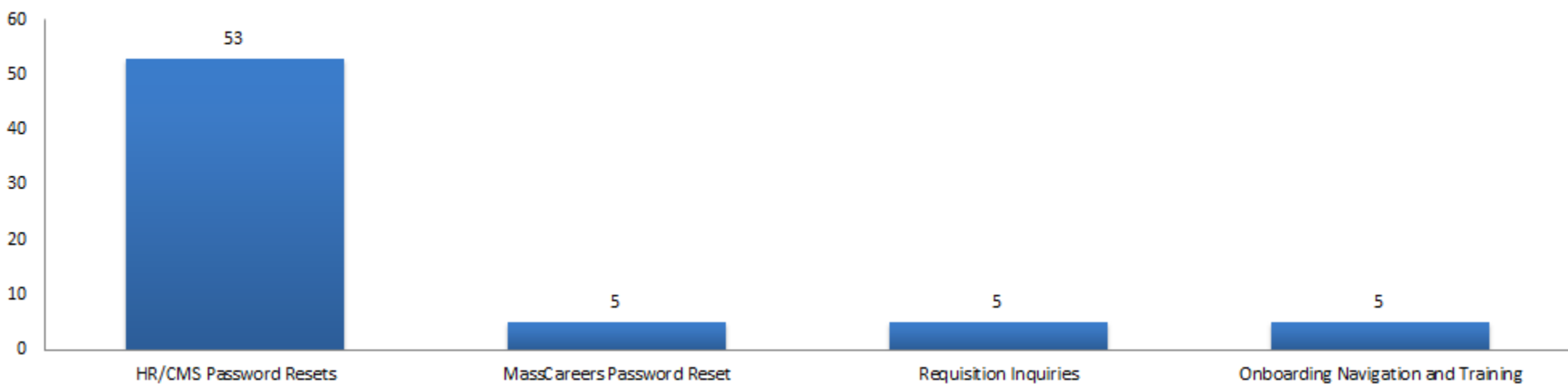


# EDU Secretariat Agencies

**Number of Tickets by Agency**

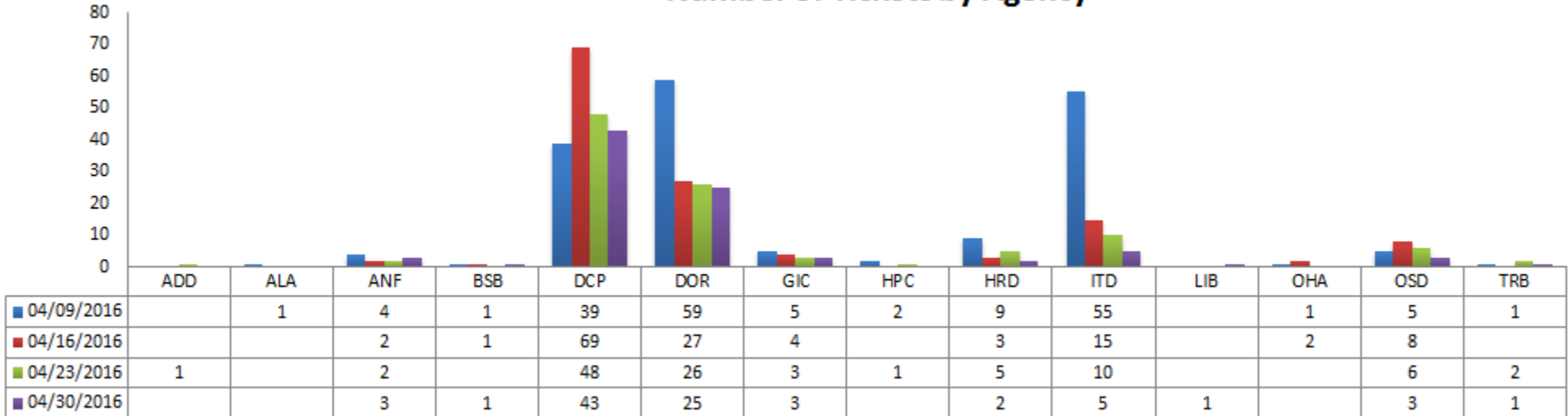


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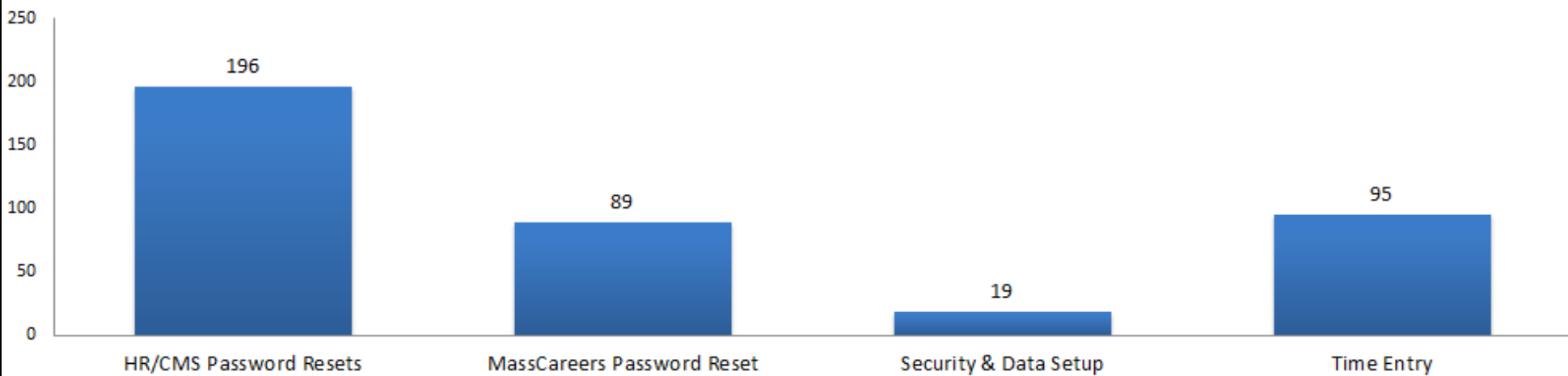


# EOANF Secretariat Agencies

**Number of Tickets by Agency**

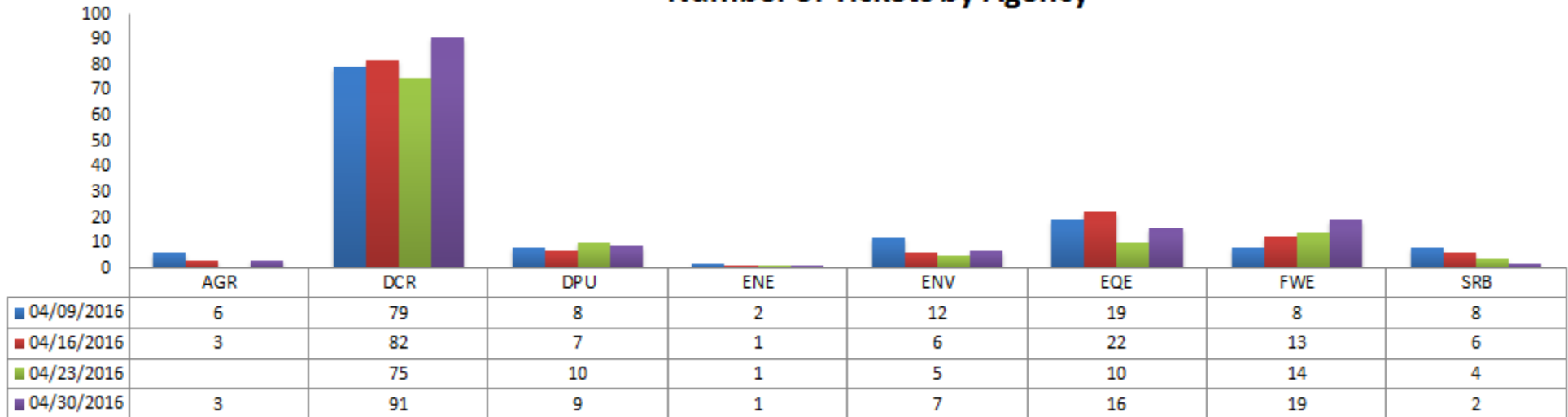


**Inquiry Classifications**

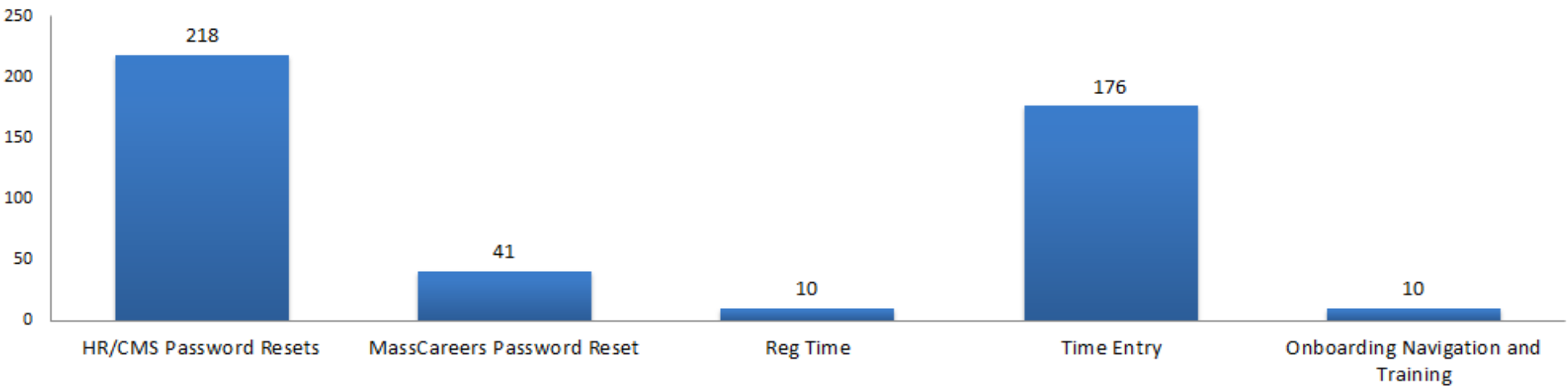


# EOEEA Secretariat Agencies

**Number of Tickets by Agency**

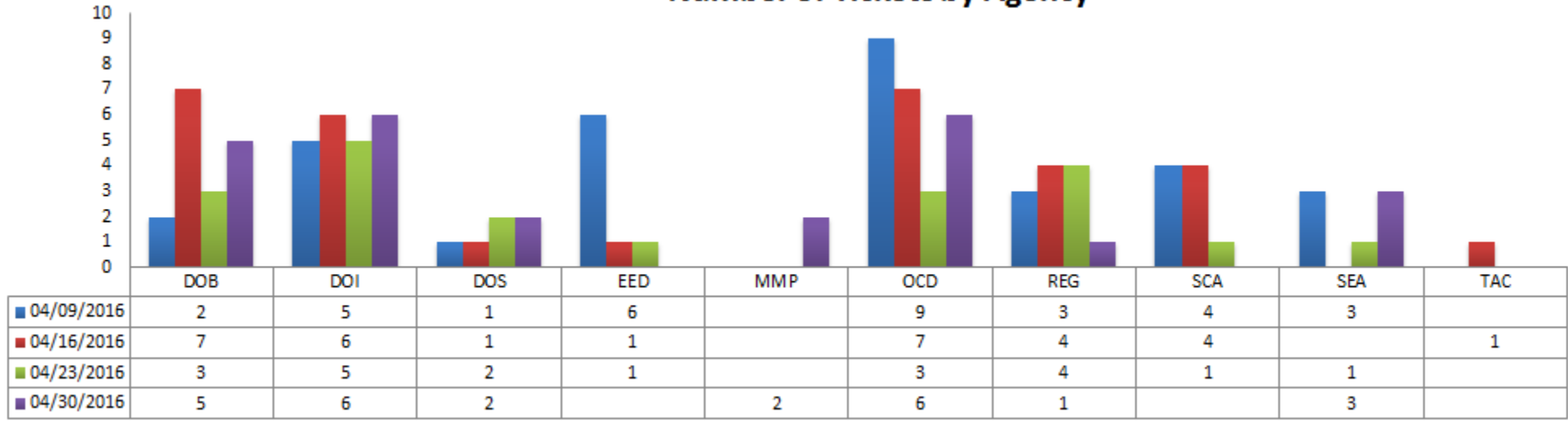


**Inquiry Classifications**

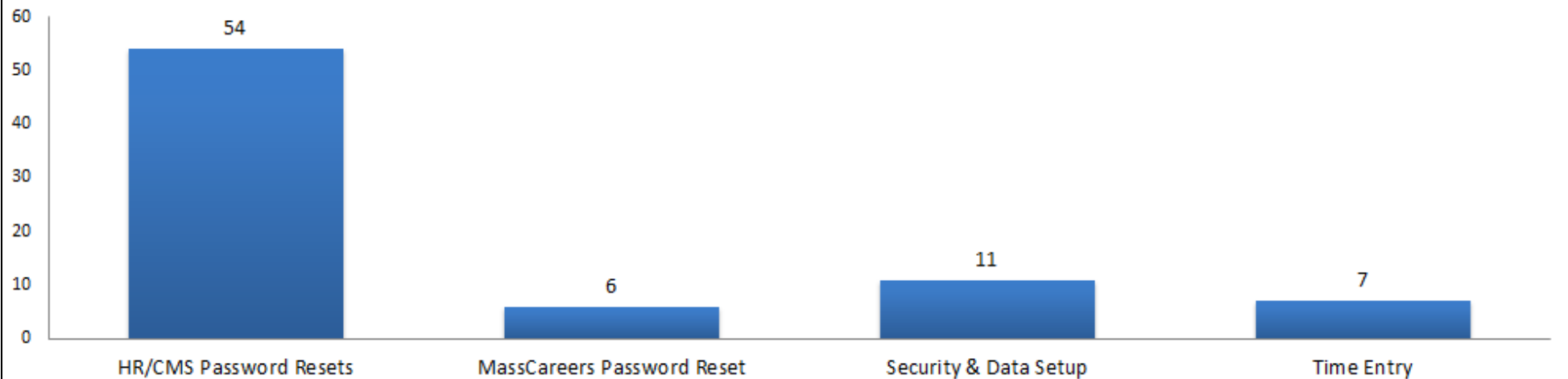


# EOHED Secretariat Agencies

**Number of Tickets by Agency**

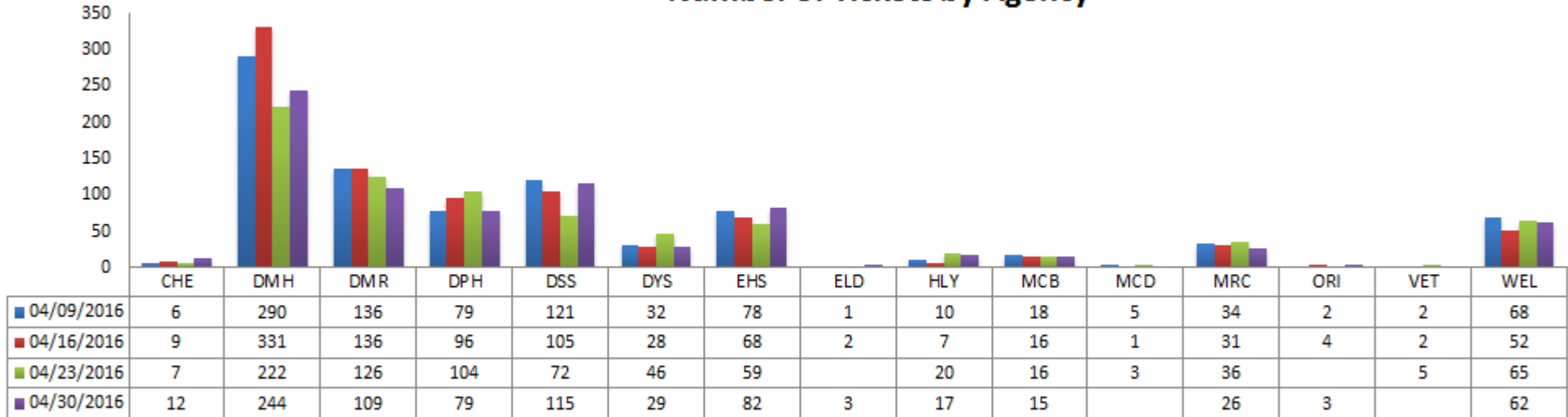


**Inquiry Classifications**

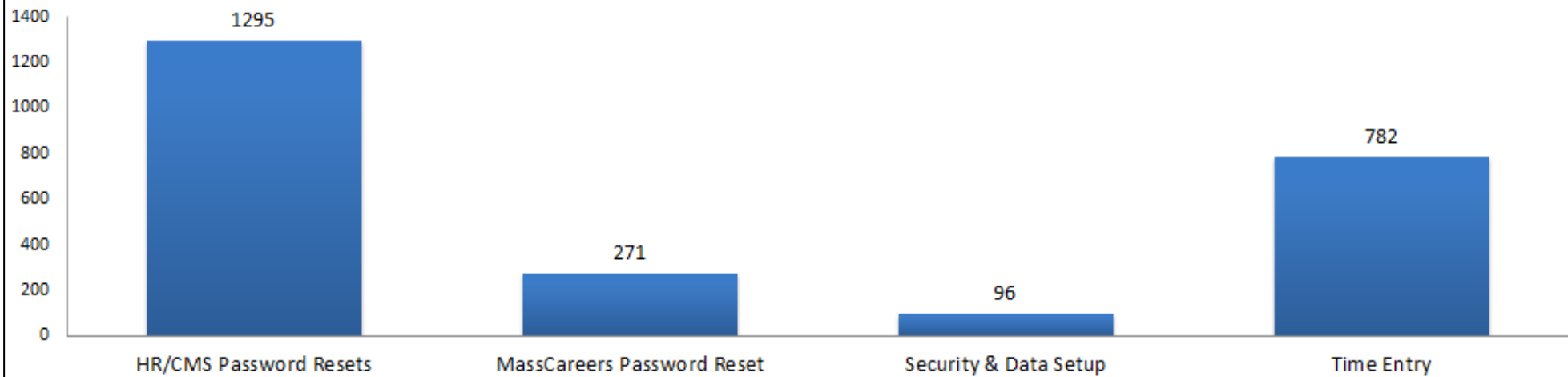


# EOHHS Secretariat Agencies

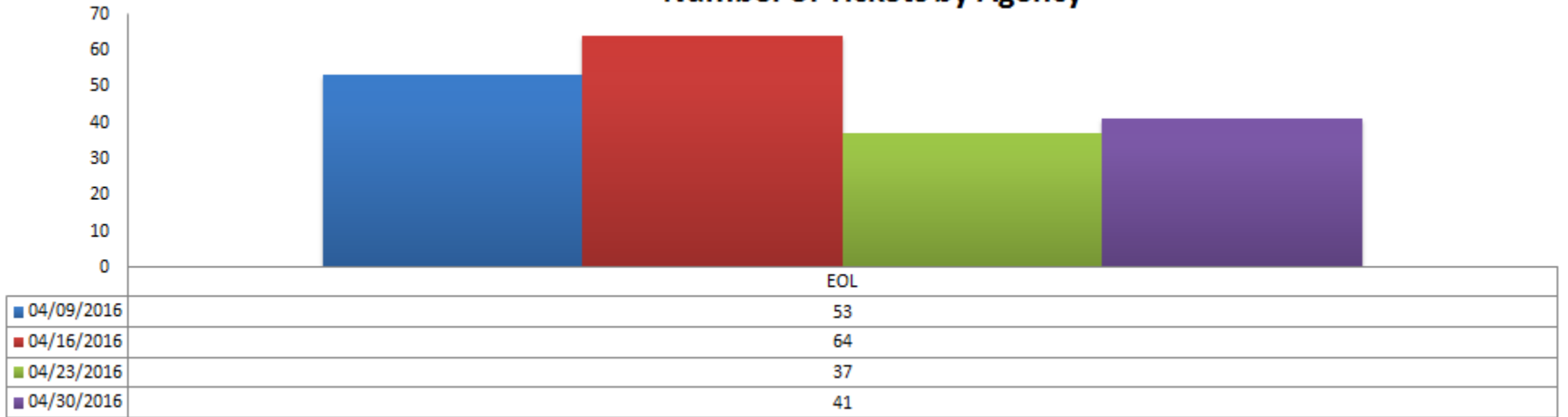
**Number of Tickets by Agency**



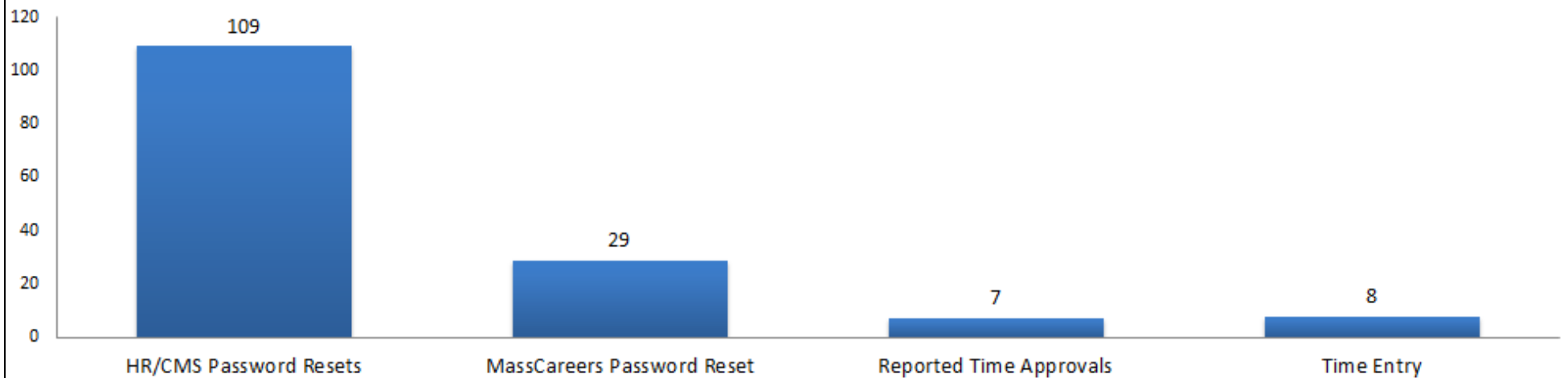
**Inquiry Classifications**



## Number of Tickets by Agency

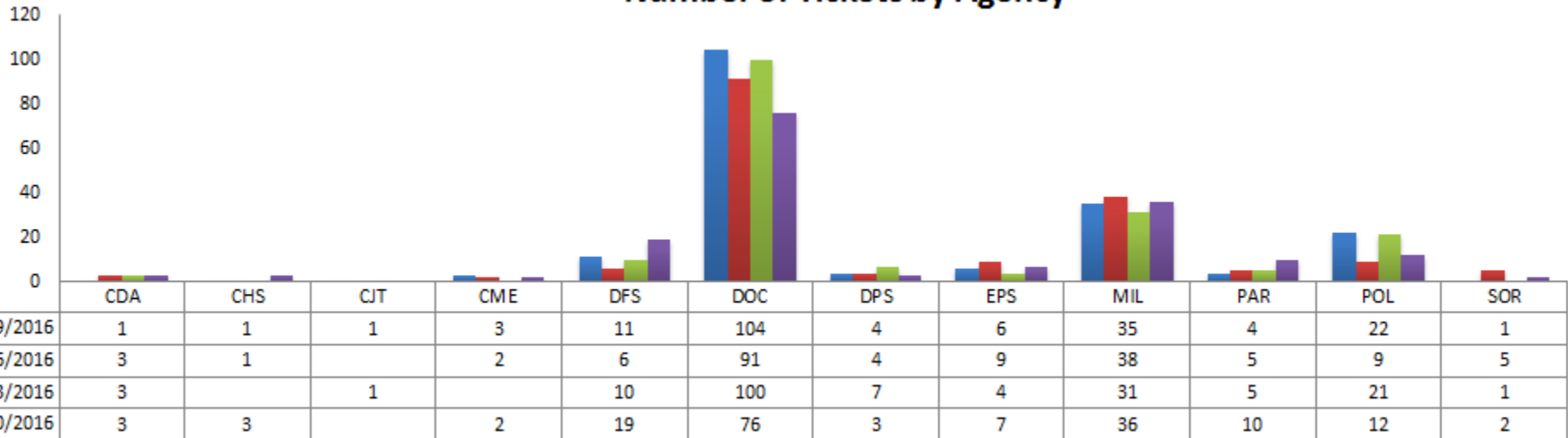


## Inquiry Classifications

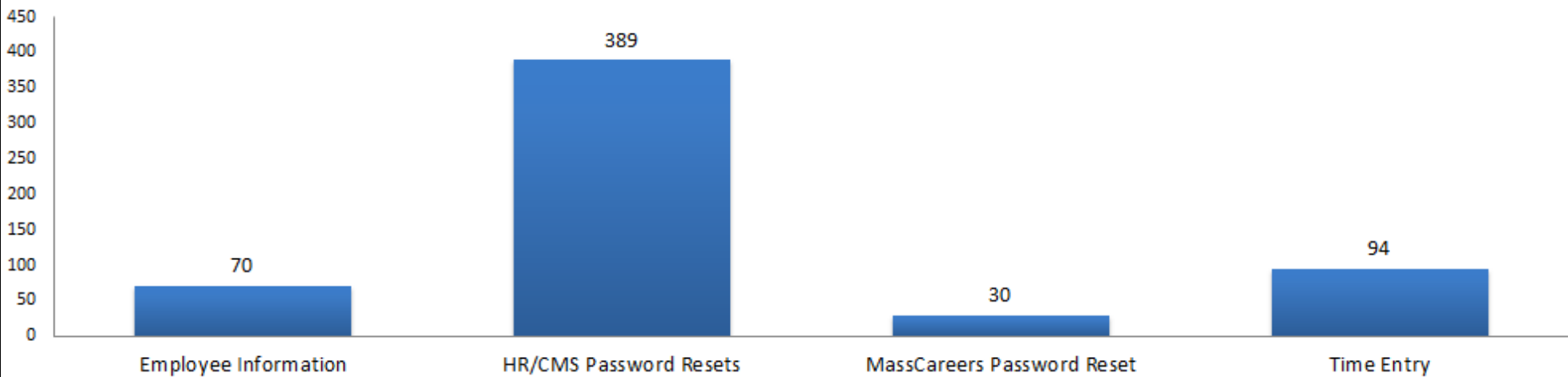


# EOPSS Secretariat Agencies

**Number of Tickets by Agency**



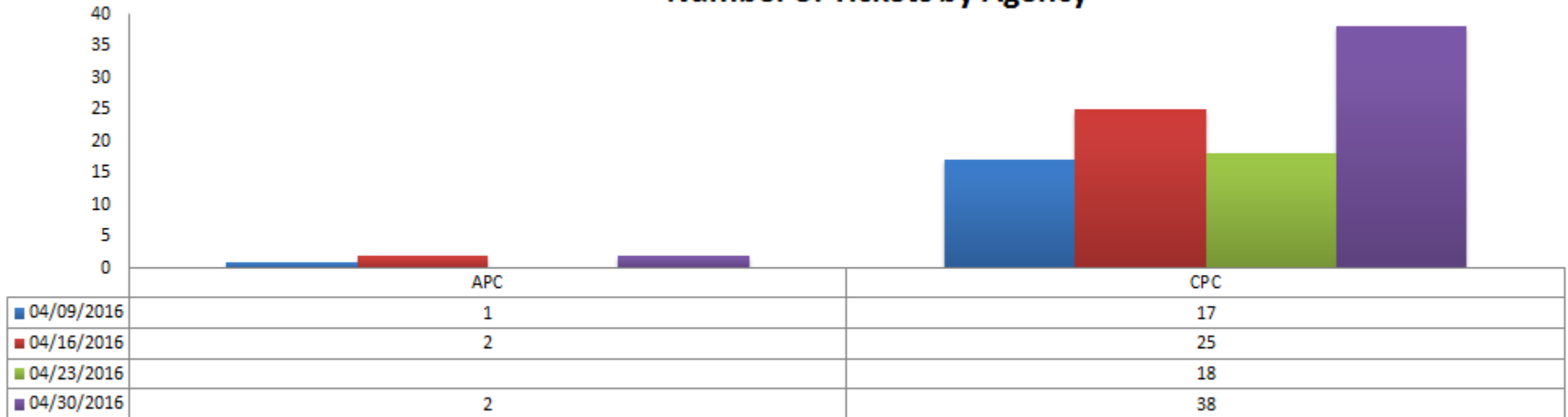
**Inquiry Classifications**



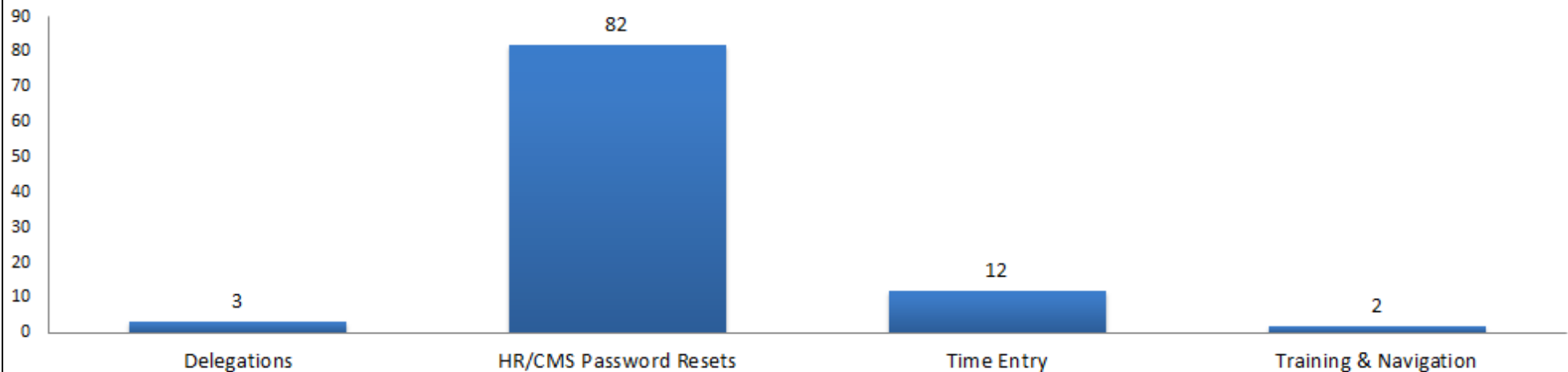


# JUD Agencies

## Number of Tickets by Agency

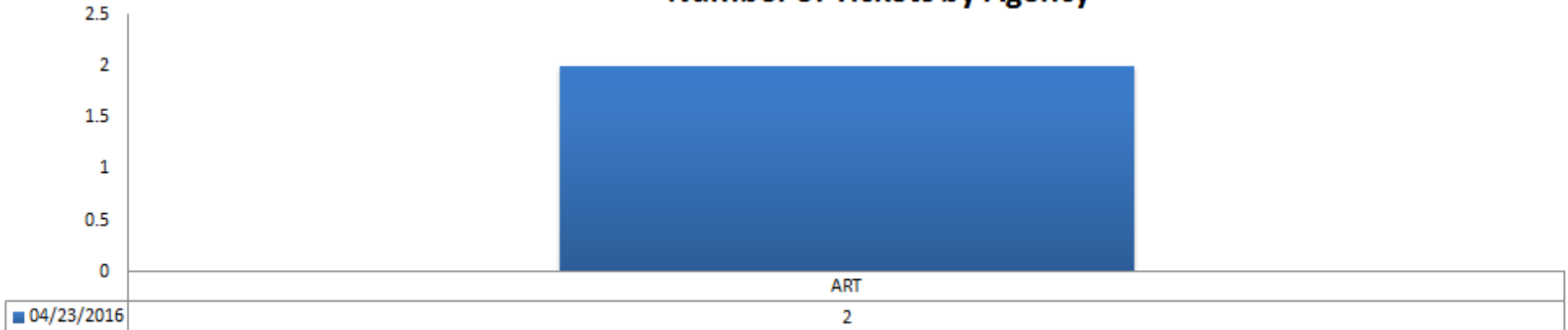


## Inquiry Classifications



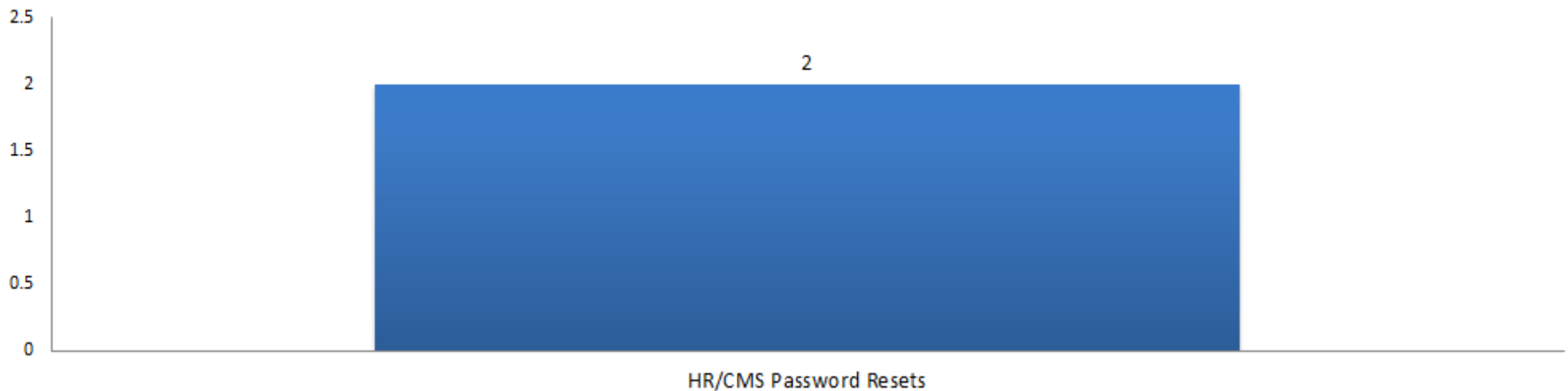
# ART Tickets and Classification

Number of Tickets by Agency

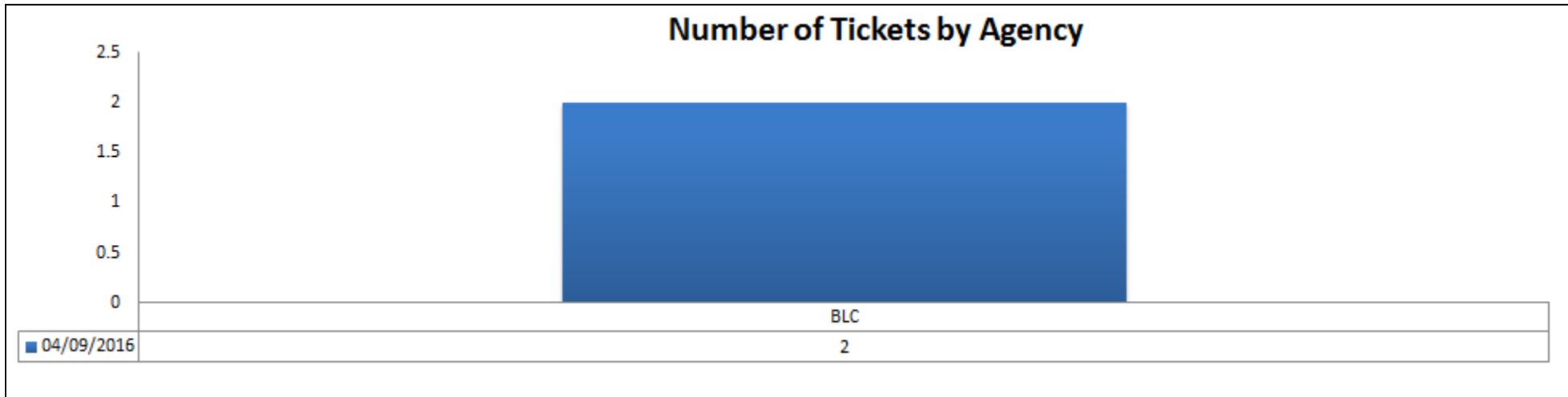


There were no requests the weeks of 4/9, 4/16, & 4/30

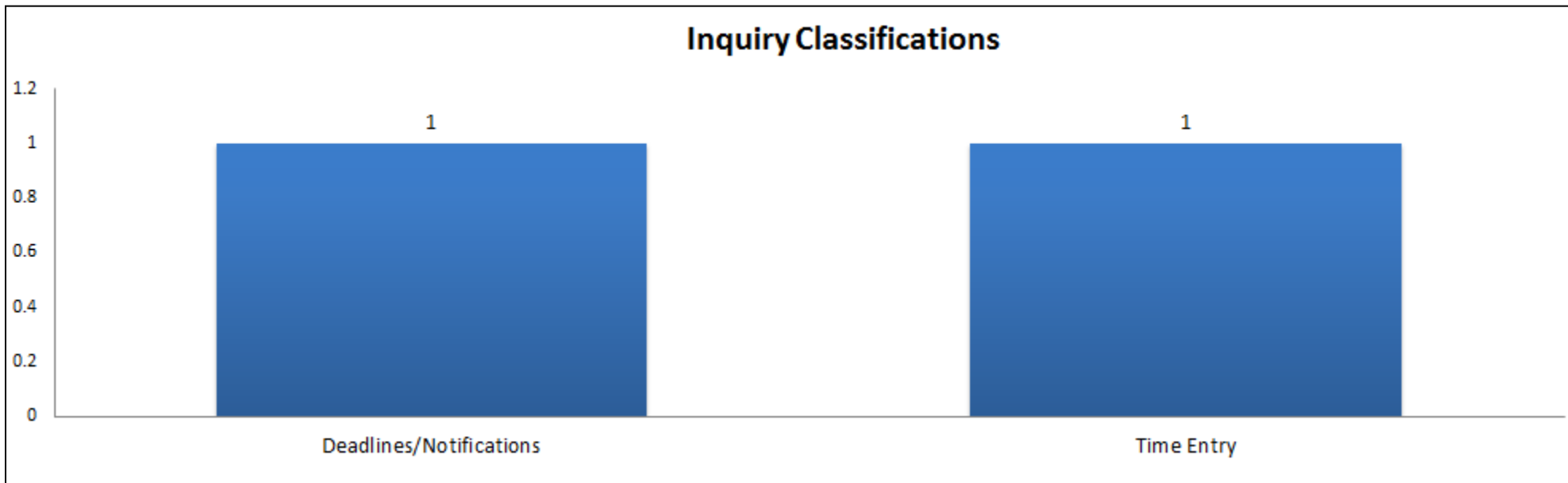
Inquiry Classifications



# BLC Tickets and Classification

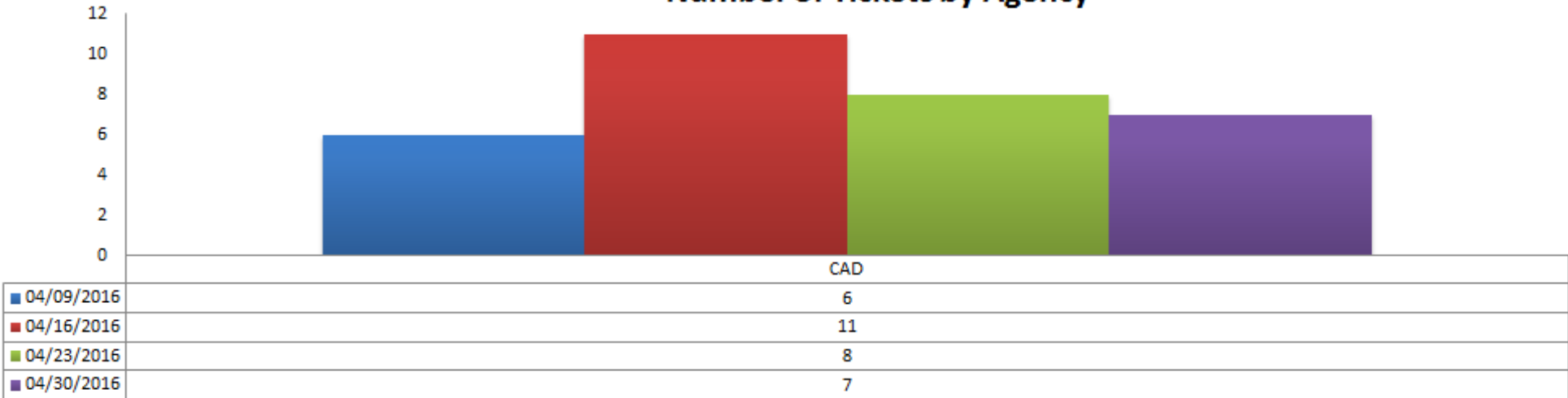


There were no requests the weeks of 4/16, 4/23, & 4/30

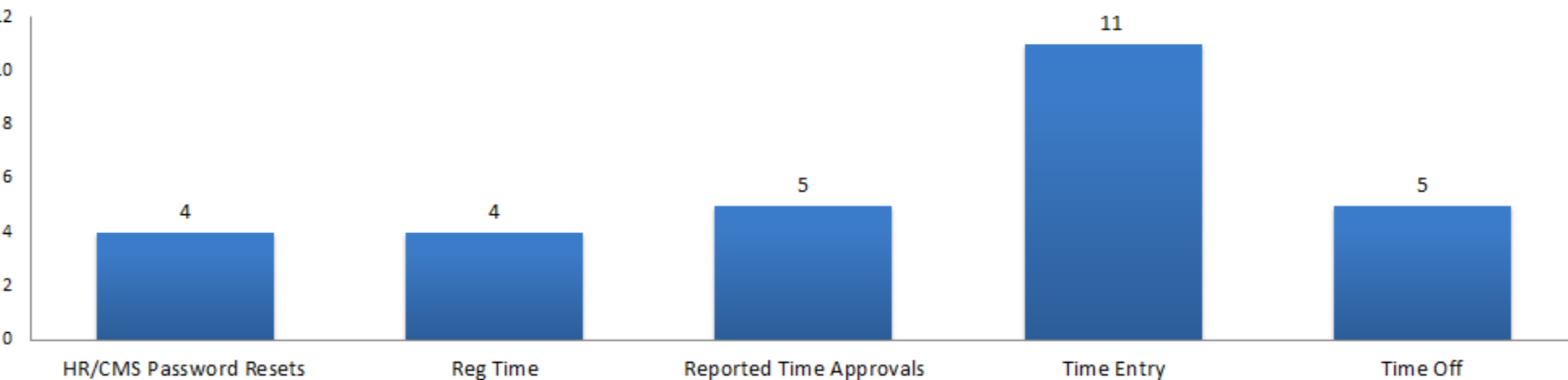


# CAD Tickets and Classification

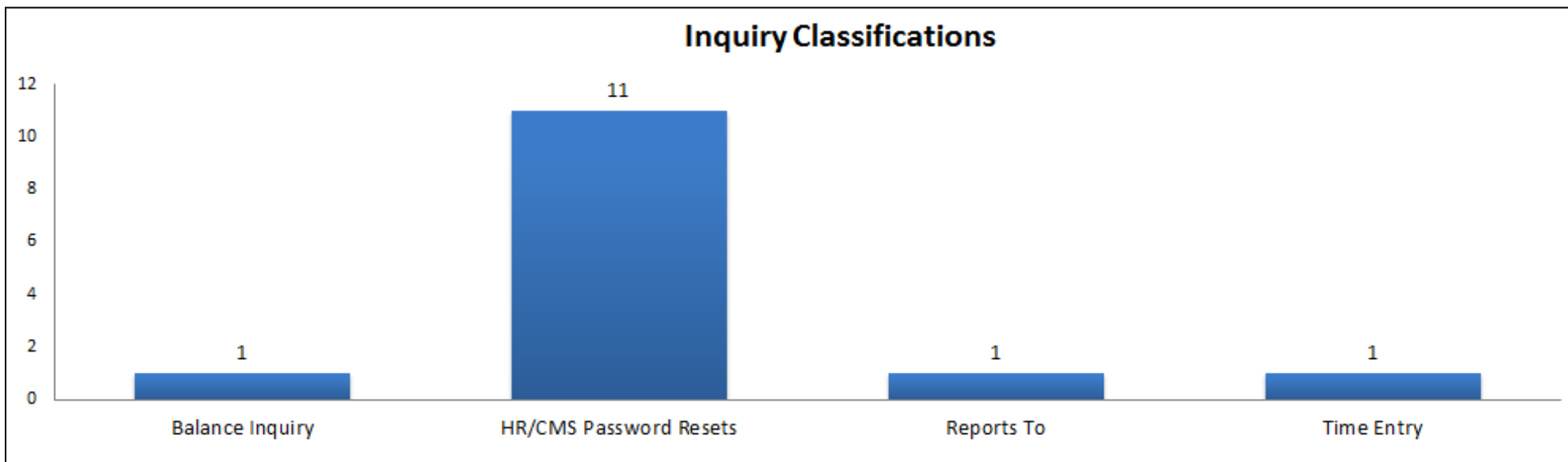
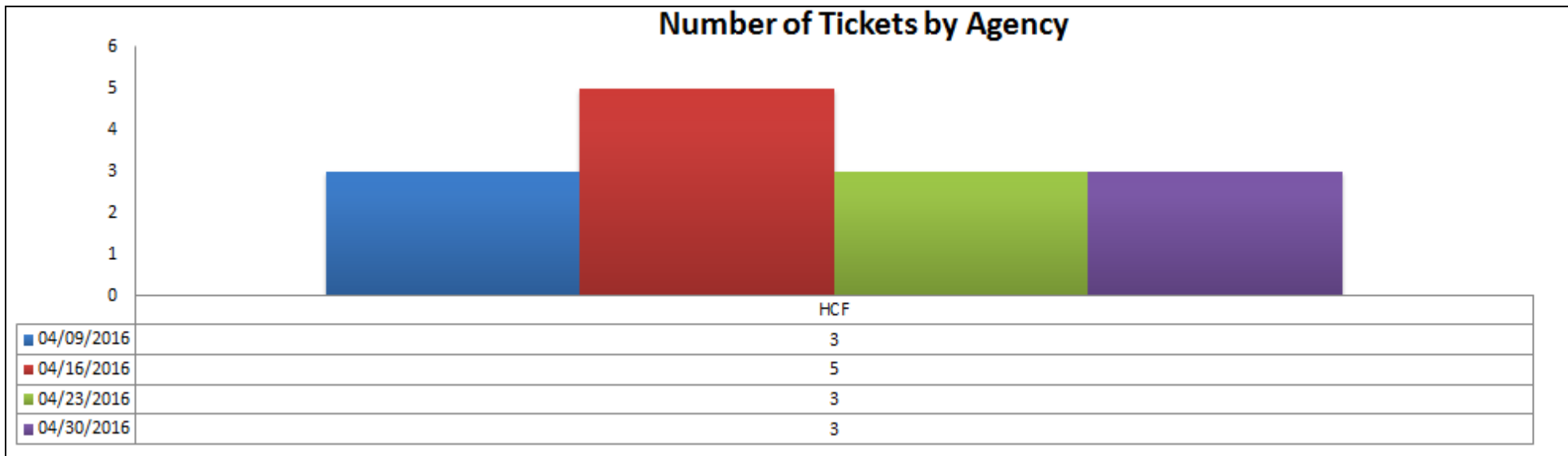
**Number of Tickets by Agency**



**Inquiry Classifications**

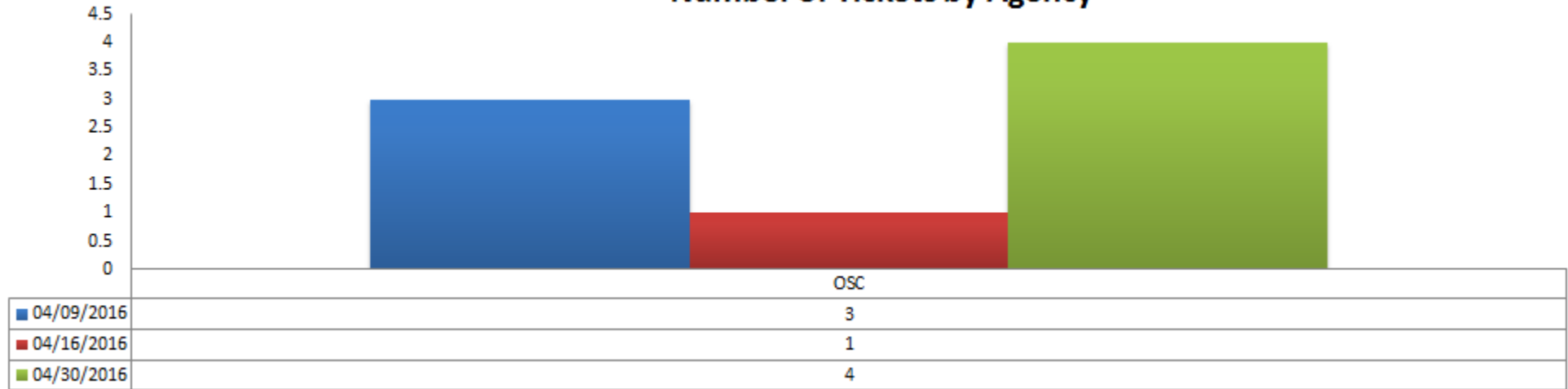


# HCF Tickets and Classification



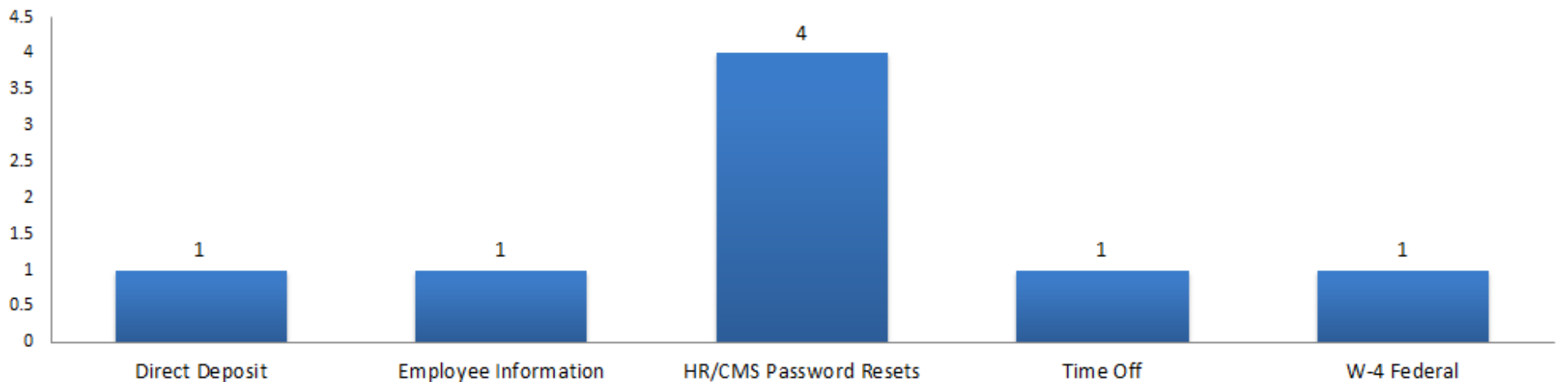
# OSC Tickets and Classification

Number of Tickets by Agency



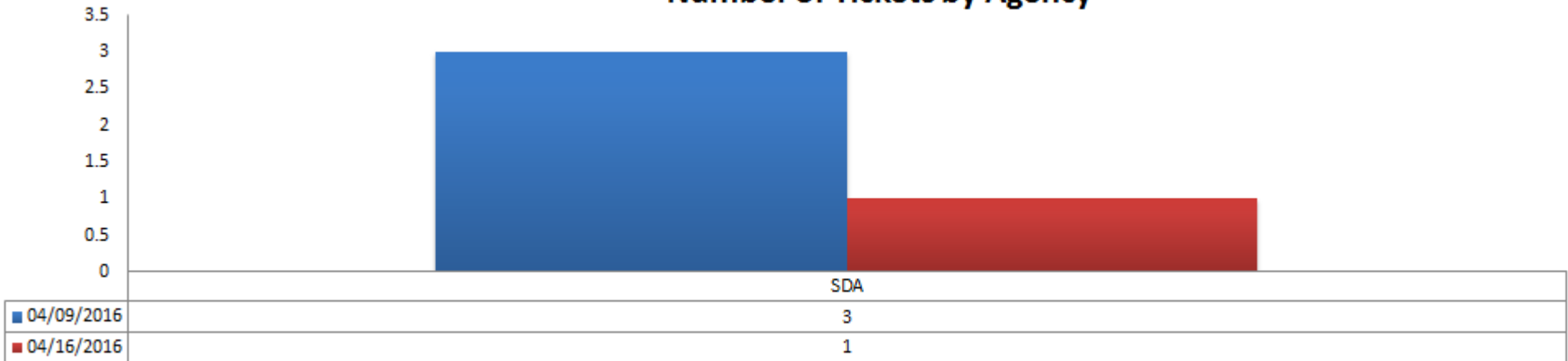
There were no requests the week of 4/23

Inquiry Classifications



# SDA Tickets and Classification

Number of Tickets by Agency



There were no requests the weeks of 4/23 & 4/30

Inquiry Classifications

